The SharePoint Maturity Model

Version 2.1

Last revised: 16 November 2011

What's In It For Me?

- The Maturity Model can help you develop your strategic roadmap, and ultimately lead to:
  - Greater business process efficiency
  - A more trustworthy SP environment
  - Happier, more empowered users
  - More time for YOU
    - to innovate, rather than putting out fires or answering the same question over and over.
- You can get a quantitative sense of your progress by re-evaluating each year.
- You are helping to build a data model that will help answer larger questions about where organizations are in their SP maturity by industry, number of years of use, etc.

Data Model Examples

Average SP Maturity By Industry

Average SP Maturity Overall
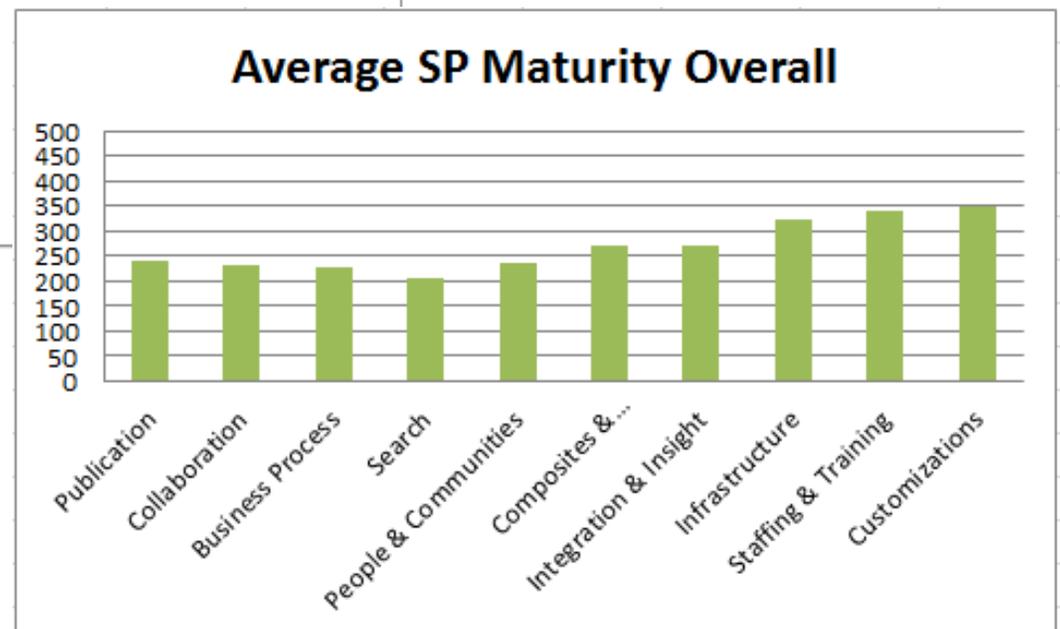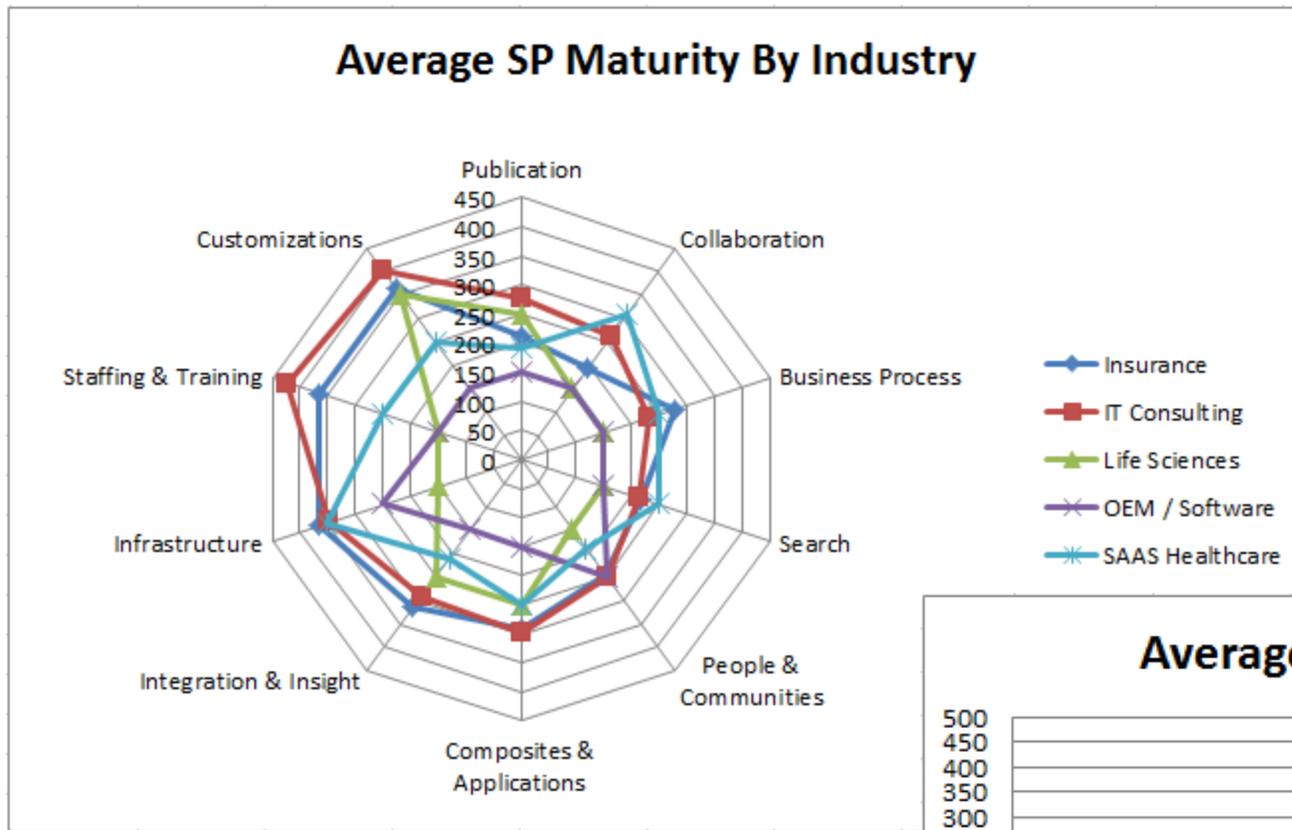
About the SharePoint Maturity Model

- Developed in Fall 2010 for the purpose of bringing a **holistic** view to a SharePoint implementation, and bringing standardization to the conversation around functionality, best practices, and improvement.
- Starts at 100 rather than 0
- A framework rather than a formula
- Typical rather than recommended
- Does NOT currently cover:
  - Public-facing websites
  - Compliance and regulatory issues
  - Visual design and branding
  - Cloud/online versions of SP

Version Notes

Version	Publication Date	Description
1.0	5 November 2010	Initial publication of the Model.
2.0	7 February 2011	Integration and Insight broken out into separate competencies. All competencies and definitions updated from version 1 based on community feedback.
2.1	7 June 2011	Updated Business Process Management competency, working in conjunction with Global360. Addition of red line to show where customizations occur. "Infrastructure" competency changed to "Infrastructure & Administration"

About Customizations in SharePoint

- For the purposes of the Maturity Model, Customizations are defined as anything that touches the SharePoint server – i.e. the 12 hive, inetpub, or GAC (thanks Mark Miller!)
- Called "Development" by some
- Represented with a red line in the matrix – above the line, customization may be needed.

Competency Definitions - Core

Area	Description
Publication	Presentation of content in SharePoint for consumption by a varied audience of authenticated users. Areas of focus include navigation, presentation of content (static vs. personalized), content organization and storage, customizations to the template, and approvals and workflow.
Collaboration	Multiple individuals working jointly within SharePoint. Areas of focus include provisioning & de-provisioning, templates, organization (finding a site), archiving, using SP's capabilities (i.e. versioning & doc mgmt, task mgmt, calendar mgmt, discussion thread, surveys, workflow).
Business Process	Linked business activities with a defined trigger and outcome, standardized by SharePoint and/or custom automated workflow processes. Areas of focus include data (unstructured/structured), workflow, user security / roles, reporting and analytics, tracking / auditing, process modeling and simulation, and process optimization.
Search	The ability to query indexed content and return results that are ranked in order of relevance to the search query. Areas of focus include scopes, display of results, optimization, integration and connectors, and performance.

Competency Definitions - Advanced

Area	Description
People & Communities	The human capital of the organization as represented in SharePoint by profiles, MySites, and community spaces (the virtual spaces that support particular areas of interest that may span or fall outside the organizational structure).
Composites & Applications	Custom solutions specific to the needs of the business (traditionally served by paper forms, Excel spreadsheets and/or Access databases) which may be accomplished by multiple technologies working together.
Integration	Line of business data and/or content from a separate CMS integrated with the system, allowing users to self-serve in a controlled yet flexible manner. Maturity proceeds through integration with single system, multiple systems, Data Warehouse, and external (partner/supplier or industry) data.
Insight	The means of viewing business data in the system. Maturity proceeds through aggregation of views, drill-down and charting, actionability, and analytics and trending.

Competency Definitions - Readiness

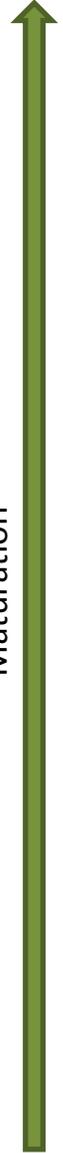| Area	Description
Infrastructure & Administration	The hardware and processes that support the system. Areas of focus include farm planning, server configuration, storage, backup/restore, monitoring, and updates.
Staffing & Training	The human resources that support the system and the level of training with which they are provided.
Customizations	Custom development and/or third-party products that extend the out-of-box functionality of the system. Areas of focus include development environment, management of source code, method of build and deployment, testing, and development tier.

Maturity Level Definitions

SharePoint Level	Description
500 Optimizing	The particular area is functioning optimally and continuous improvement occurs based on defined and monitored metrics. ROI is demonstrable.
400 Predictable	The particular area is centrally supported, standardized, and implemented across the entire organization. Governance is defined and understood / followed.
300 Defined	The way the particular area is implemented is defined and/or standardized, but not in use across the entire organization. Governance is defined but may not be widely understood / followed. ROI is considered.
200 Managed	The particular area is managed by a central group (often IT), but the focus and definition varies by functional area, or is limited to a single area.
100 Initial	The starting point of SharePoint use.

Maturation

The SharePoint Maturity Model – 1 – Core Concepts

Maturation also occurs along this vector →

Maturation ↑

Level	Publication	Collaboration	Business Process	Search
500 Optimizing	Content is personalized to the user. Content is shared across multiple functions and systems without duplication. Feedback mechanism is in place for pages and taxonomy. Automated tagging may be present.	Collaboration occurs outside the firewall – i.e. with external contributors. Automated processes exist for de-provisioning and archiving sites.	Power users can edit existing workflows to adapt them to changing business needs on the fly. Users leverage data from BPM to optimize process, simulate on real data, clear bottlenecks, balance work across workloads. Users have visibility into the process and can provide feedback to process improvements. Business processes extend to external users.	Users understand relationship of tagging to search results. Process exists to create content w/no results. Automated tagging may be used. High volumes can be handled.
400 Predictable	Content is monitored, maintained, targeted to specific groups. Usage is analyzed. Digital assets are managed appropriately. If more than one doc mgmt system is present, governance is defined. Mobile access considered.	Collaboration tools are used across the entire organization. Email is captured & leveraged. The system supports promotion of content from WIP to final. Mobile access considered.	Workflow is a component of SP-based composite applications with connectivity to LOB systems. Users have access to process analytics and audit trails. Collaboration happens in the context of a work item as part of a dynamic, nonlinear business process (the "case").	Content types and custom properties are leveraged in Advanced Search and/or refiners. Results are customized to specific needs, may be actionable.
300 Defined	Site Columns/ Managed Metadata standardize the taxonomy. Custom content Types are created. Custom page layouts & site templates are configured. Approval process is implemented. Incoming email activated for some lists/libs. Site Map is present. Some content targeted to groups.	Collaboration efforts extend sporadically to discussion threads, wikis, blogs, and doc libs with versioning. Site templates are developed for specific needs. Incoming email activated for some lists/libs.	Process is considered as a whole, rather than as automating functional tasks. Transition from procedural document workflow to orchestration of dynamic business process. SharePoint is becoming the BP platform, w/the introduction of 3rd party BPM tool to support more complex business rules.	Search results are analyzed. Best bets and metadata properties are leveraged to aid the search experience.
200 Managed	Custom metadata is applied to content. Templates standardized across sites. Lists used rather than static HTML. Multiple document mgmt systems may be present w/out governance around purpose.	Mechanism is in place for new site requests. Collaboration efforts are collected in document libraries (links emailed rather than documents).	Business processes are designed; some custom, departmental "no-code" workflows (SP Designer, Visio, or third-party tool) may be implemented to handle simple business rules (decision-based routing). .	Custom scopes employed to aid the search experience. More complex iFilters may be applied. Content may be federated. Search Center created.
100 Initial	Navigation & taxonomy not formally considered. Little to no checks on content. Folder structure re-created from shared drives. Content that could be in lists is posted in Content Editor WP. Out of box site templates / layouts are used.	Out of box collaboration sites set up as needed without structure or organization. No formal process exists for requesting a new site.	Business process is loosely defined. Out of the box SharePoint workflows (approval, collect feedback) leveraged sporadically. A doclib or list provides a central base of operations. Any workflow is document- vs. application-centric.	Out of box functionality for query, results, and scopes; PDF iFilter installed; some additional content sources may be indexed.

The SharePoint Maturity Model – 2 – Advanced Concepts

Maturation also occurs along this vector

Maturation →

Level	People and Communities	Composites and Applications	Integration	Insight
500 Optimizing	Users can edit certain profile data that writes back to AD or HRIS. MySites template is customized. Communities extend to external participants.	Forms connect with LOB data. New capabilities & requirements are surfaced & integrated into downstream capabilities.	External data (partner/supplier or industry) is integrated with SP.	Analytics and trending are employed.
400 Predictable	Profile fields may integrate with LOB data. MySites are centralized (only one instance per user). Communities flourish under governance.	InfoPath forms improve the user experience. Mobile functionality is supported.	Most of the systems that are desired to be integrated, are integrated. A data warehouse may be integrated with SP.	Items are actionable.
300 Defined	Custom profile fields reflect company culture; photos are updated from central source. MySites rolled out to all users, supported, trained. Community spaces connect a particular set of users.	Most critical business forms are online; some involve automated workflows.	Multiple systems are integrated with SP.	Reports allow drill-down and charting.
200 Managed	MySites rolled out to pilot groups or users. Out-of-box profiiles implemented. Community spaces may be piloted.	Increasing use of SP lists to replace Excel spreadsheets and paper forms. Applications are opened up to a larger group of users.	A single system is integrated with SP (Line-of-business, document management, etc.).	Reports are aggregated through customization.
100 Initial	Basic profile data imported from AD or other source. MySites host not created.	Some paper forms converted to SP list forms. Many Excel spreadsheets, Access databases, paper forms still stored in / linked to from SharePoint.	Links to enterprise systems posted on SP site. Printed or exported business data is stored in doc libs. AD integrated with SP profiles.	Existing reports are used; data is brought together manually.

The SharePoint Maturity Model – 3 – Readiness Concepts

Maturation also occurs along this vector →

Maturation ↑

Level	Infrastructure	Staffing & Training	Customizations
500 Optimizing	System health & error logs monitored. Processes for archiving & de-provisioning are in place.	Top-down support in place; dedicated IT business analyst, server admin, helpdesk, training staff; empowered user community. Multiple training offerings exist.	Deployment is fully automated via features . Source code is managed centrally as IP, re-usable and shareable. Content owners understand the importance of QA testing.
400 Predictable	Backup/restore has been tested. Dev and QA environments are present. Administration may be improved via third-party tools. BLOB integration may be present. Performance considered.	IT has more than one resource knowledgeable on the system. Requests for new functionality are tracked and prioritized. An end-user training plan is in place.	Deployment is fully automated – solution package and scripts. Total Cost of Ownership is considered.
300 Defined	Number of servers is appropriate to demands and scalable for future growth. Dev environment is present. Service Packs tested in QA and installed in a timely fashion.	SP evangelized around the organization by individual or small group. Content owners from some functional areas are trained and using the system. One IT resource knowledgeable on the system.	Mixed automated \ manual deployment process - some artifacts deployed via scripts, others by following list of manual steps. Source control is centralized.
200 Managed	Multiple server installlation or single-server is backed up on a regular basis.	SP evangelized to a subset of depts or functional areas by an individual; work mainly done by individual or small group. Training is informal, ad-hoc.	Changes are deployed from one environment to another using backup/restore. Source control is simple file storage.
100 Initial	Single-server installation, sometimes rogue . No plan for availability / disaster recovery.	One pioneer or small group pilots the product.	No development, or development is done in Production. No QA / development environments. No source control.

Self Evaluation Matrix

	Publication	Collaboration	Business Process	Search	People & Communities	Composites & Applications	Integration	Insight	Infrastructure & Admin.	Staffing & Training	Customizations
500 Optimizing											
400 Predictable											
300 Defined											
200 Managed											
100 Initial											

(left-axis markers: 599, 500, 499, 400, 399, 300, 299, 200, 199, 100)

Date of Assessment	
Years the organization has used SharePoint	
Current SP Version (year + standard or enterprise if known)	
# of users organization-wide	
# of IT staff supporting SharePoint (combine part-timers & include vendors if they are a regular part of your team)	
Organization's Industry	

Go to www.sharepointmaturity.com for a quick way to graph this information!

Self Evaluation Matrix – Filled-in Example

	Publication	Collaboration	Business Process	Search	People & Communities	Composites & Applications	Integration	Insight	Infrastructure & Admin.	Staffing & Training	Customizations
599 / 500 Optimizing / 500											●
499 / 400 Predictable / 400										●	
399 / 300 Defined / 300		●			●						
299 / 200 Managed / 200	●					●			●		
199 / 100 Initial / 100			●	●			●	●			

| Date of Assessment	1/29/11
Years the organization has used SharePoint	7
Current SP Version (year + standard or enterprise if known)	SP 2010 Enterprise
# of users organization-wide	50
# of IT staff supporting SharePoint (combine part-timers & include vendors if they are a regular part of your team)	2.5
Organization's Industry	Professional Services

Go to www.sharepointmaturity.com for a quick way to graph this information!

Excel Template Available

	Publication	Collaboration	Business Process	Search	People & Communities	Composites & Applications	Integration & Insight	Infrastructure	Staffing & Training	Customizations
2009	150	200	271	300	200	340	100	200	130	120
2010	300	300	271	270	400	400	150	300	300	200

Date of Assessment	1/29/2011
Years the organization has used SharePoint	9
Current SP Version (year + Standard or Enterprise)	SP 2010 Enterprise
# of employees organization-wide	150
Organization's Industry	Professional Services

Replace the data in gray with your own data!

SharePoint Maturity Levels - 2009

SP Maturity Levels - 1-year trend
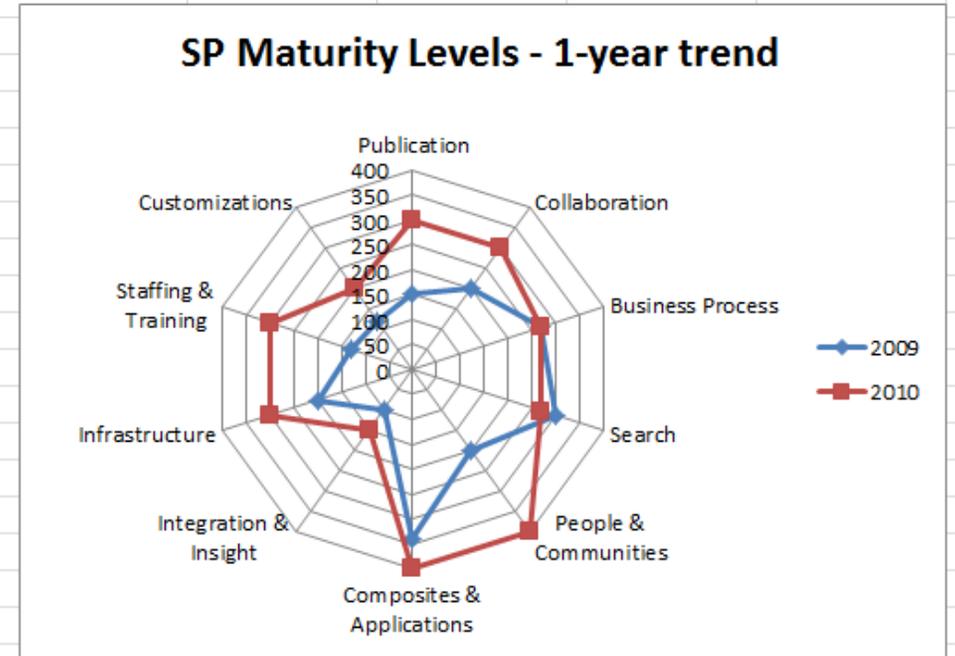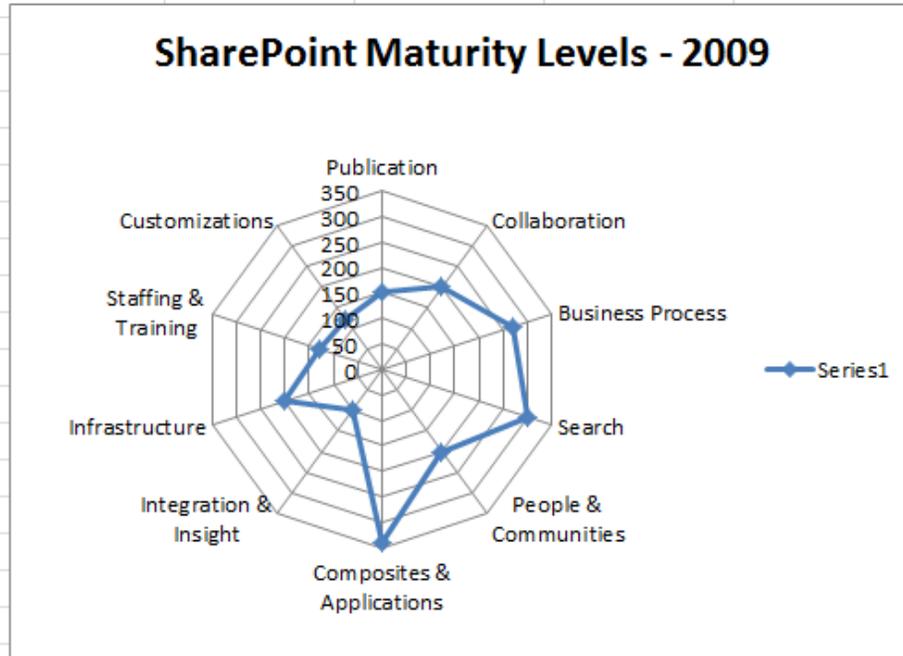
Go to www.sharepointmaturity.com to get your own!

Call to Action

- Fill out the SMM self-assessment!

- Send me your data to help build a data model for everyone *(your name & company name will remain anonymous.)*

- Contact me *(contact info on next slide)*
  - With Questions
  - With Feedback
  - If you'd like help assessing your SP implementation and learning more about how to get to greater SharePoint Maturity.
  - If you'd like to license the model.

Contact Information

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SharePoint Maturity

- Twitter: @SPMaturity
- http://www.sharepointmaturity.com
  - Tools, templates, and resources