**Vensai: Microsoft® SharePoint Design: Best Practices**

# Vensai SharePoint Overview:

As a Microsoft Certified Partner, Vensai gets quick access to Microsoft platforms, tools and technologies enabling us to deliver products using the latest techniques.

Vensai SharePoint Development team is well experienced in custom SharePoint application development. Vensai combines its business solution frameworks for collaboration, knowledge management and records management with expertise in social networks, content integration, XML authoring, search, provisioning and infrastructure scaling to deliver solutions that maximize your SharePoint investment.

We offer SharePoint migration services to upgrade from older SharePoint versions to newer version and migration from existing enterprise content system to a custom SharePoint portal. We develop and deliver custom SharePoint portal that improves your organization's performance.

# About the Client:

Qatar Petroleum (QP), a state-owned corporation established in 1974, is responsible for all phases of the oil and gas industry in Qatar. The principal activities of Qatar Petroleum and its subsidiaries and joint ventures cover exploration, drilling and production operations, transport, storage, marketing and sale of crude oil, natural gas liquids, liquefied natural gas, gas-to-liquids, refined products, petrochemicals and fertilizers, and helicopter and financial services.

The operations and activities of Qatar Petroleum are conducted on various onshore locations, which include Doha, Dukhan, Mesaieed and Ras Laffan industrial cities, as well as offshore areas including Halul Island, offshore production stations, drilling platforms and the North Gas Field. Qatar Petroleum is committed to its part as both a concerned partner and affiliate to the protection, preservation and conservation of the natural environment, while ensuring that the company's employees and the general public live in a clean, safer world.

# Scope of the Project:

➢ We need to keep very high security measures as this application need to be installed at their central server.
➢ Design of master page feature set and associated content management system
➢ Build out of master page feature set and associated content management system
➢ Multi role level user system need to developed keeping the management hierarchy in mind
➢ Responsive Web Design approach to provide and optimal viewing experience across a wide range of browsers and devices like desktop computers, tablets, etc.
➢ There are 13 websites to be developed over the duration of the contract after go live of each web-site, it immediately moves into support mode.

## The Business Problem:

Qatar Petroleum required the services of a qualified and experienced contractor to design and build QP websites, and provide web hosting, maintenance, training, and support and English/Arabic translation services for the websites. The Websites shall be on a common platform providing effective, real time and reliable information systems to the corporation, its business partners, the industry, the general public and all stakeholders.

QP wanted shared resources such as the basic architecture, a common Content Management System (CMS) and purpose-built modules, to receive the benefits of economies of scale and a centralized administration of QP-related websites, while allowing each website a greater or lesser amount of flexibility and freedom in look and feel and autonomy in content management according to its requirements.

Client wanted to redesign, migrate and update its corporate website, provide hosting and ongoing development services and training, and provide the same or similar services to other QP entities.

# Our Solution:

Vensai Technologies capitalized on the opportunities i.e. to design, migrate and update the QP corporate website, provides hosting and ongoing development services. We designed a smart solution where in QP, its subsidiaries, joint ventures and associates can make use of a common platform and technologies that will meet their corporate and individual website requirements. Vensai's approach to advanced technologies focused on the reduction in cycle time. We achieved it through extensive automation and tools usage.

We have provided QP with an advantage of the customizability of SharePoint 2013 to help improve customers' experience with QP. As QP has over 300,000 pages of content, we have utilized SharePoint 2013 search capability which has let us in quickly retrieving the information that customers really want and recommend. Our innovative SharePoint 2013 team made it easy to customize all of QP's content and templates to meet the requirements of different stakeholders.

Vensai became a strategic partner in the client's efforts to improve its basic services incorporated into the website which includes features and bilingual content manager controls like:

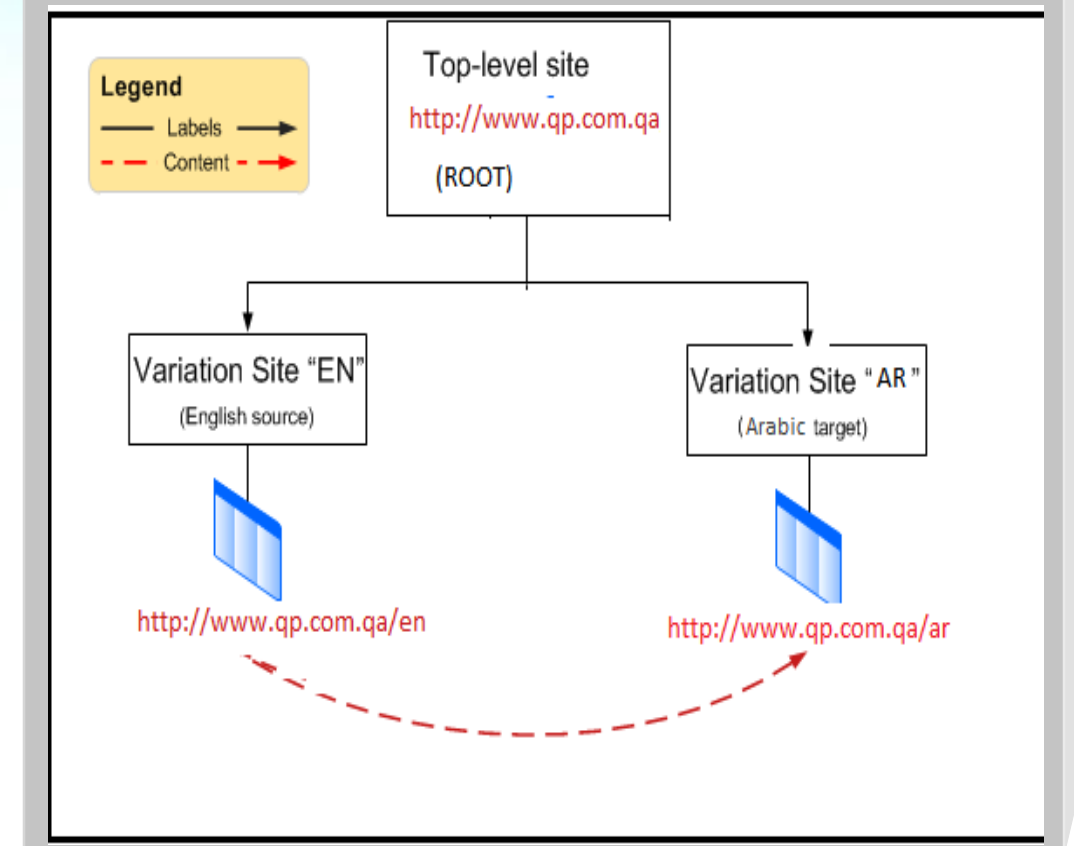# Our Solution Contd...

**1** Dropdown menus

Web statistics analysis (Urchin tracker, Google analytics, etc.,) **6**

**2** Breadcrumb trail to aid user navigation

SEO/ Meta Tags for all major search engines **7**

**3** A site map and a site search function

Banner advertising and its management **8**

**4** A user 'feedback'/'contact us' form for various scenarios

Completely Automated Public Turing test **9**

**5** 'Tickers'/'News' functions

File Transfer Protocol (FTP) uploads/downloads **10**

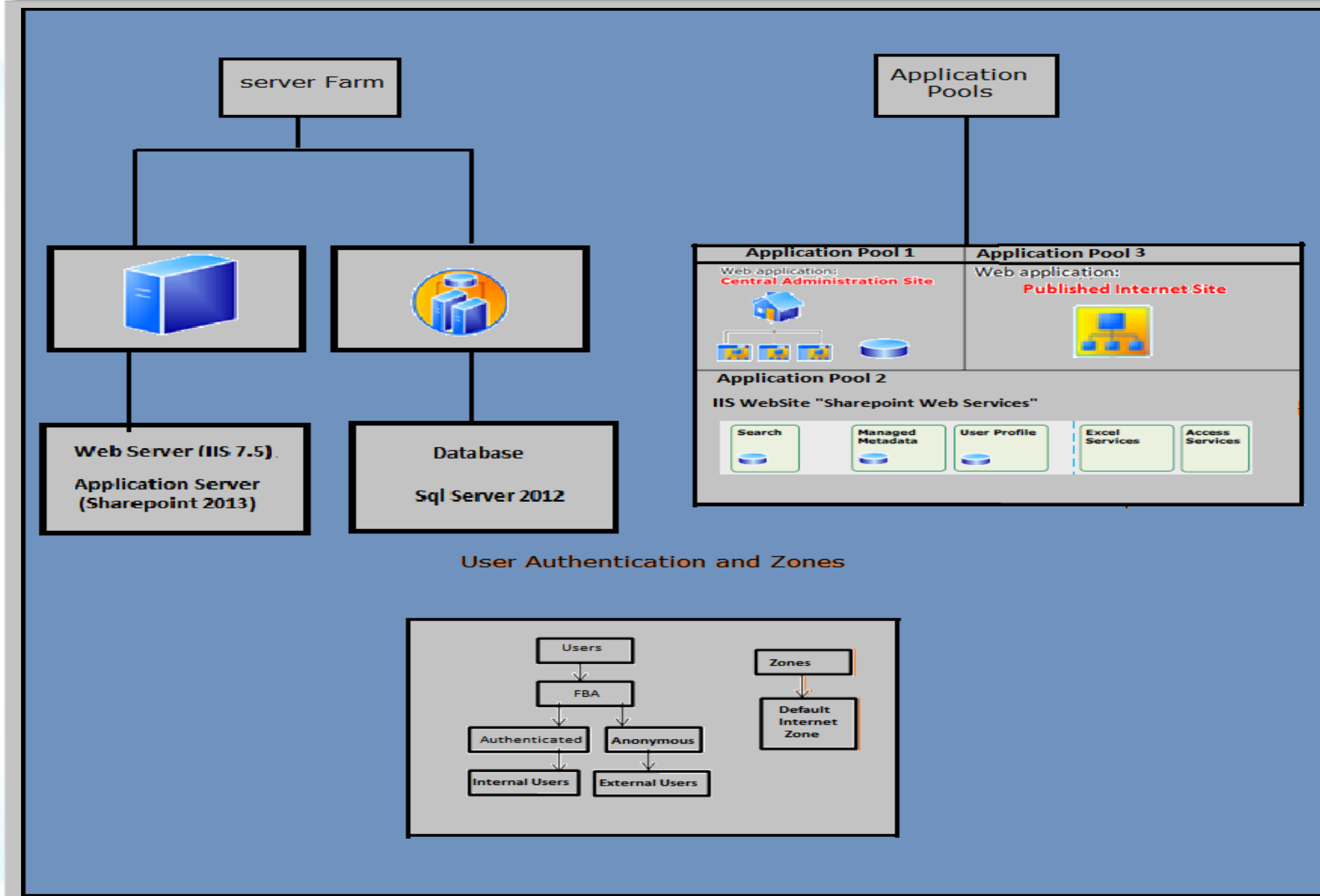# Our Solution Contd...

## Bilingual Support (English/Arabic)

Qatar Petroleum Website is a dynamic bilingual website in Arabic and English. By default, when users visit the root site, they are redirected to the appropriate variation site, based on the language setting of their web browser. Prerequisite for deploying multi language support is to download the language pack for SharePoint from Microsoft website. We have implemented the translation to the website.

Application Architecture

# SharePoint Support:

Vensai provides comprehensive support services with the capability of both on-site and off-site support.

With our experience in planning, analyzing, data mapping, and executing SharePoint migrations we have assembled best practices, templates, accelerators and tools to resolve the most complex migration challenges.

Our IT support activities:

- Testing your backup system
- Installing software updates when required
- Install software upgrades as necessary
- Constantly monitor and maintain server uptime
- Dealing with support requests
- Checking security software and firewall logs
- Send client log of work performed, document software and hardware changes to client monthly or as necessary.
- Disaster recovery

# Support Contd…

Vensai shall respond to incidents reported by QP as per the below mentioned classification of incidents.

## Incident Classification as below

| Severity | Definition |
|---|---|
| High | Business functionality of the website is not available/working<br>Incident raised by QP Computer Security Incident Response Team (QP CSIRT) |
| Medium | Business functionality of the website is partially available / working. Performance is compromised |
| Low | Cosmetic / Usability features of the website is not working |

QP will report errors to Vensai and Vensai shall respond within the following time frames:

| RESPONSE | Severity of Response Time | | |
|---|---|---|---|
| | High | Medium | Low |
| Initial response from CONTRACTOR Engineer | 1 Hour | 8 hours | 24 hours |
| Problem determination | 24 hours | 24 hours | 24 hours |
| Action Plan | 24 hours | 24 hours | 48 Hours |
| Resolve Problem | 24 hours | 48 Hours | 72 Hours |

# Benefits:

- Qatar Petroleum (a national company in the state of Qatar and a worldwide Gas & Oil production and marketing) has become more informative regarding company mission, vision, values and goals.
- Events highlighted in the month view and selecting a particular day will provide a list of events occurring on that day.
- Information for Job Opportunities
- Qatar Petroleum finds ways to tie the performance and the interests.
- Customized news for users
- Image and Video gallery which allows displaying and playing with in the gallery.
- Optimal viewing experience across a wide range of Browsers (IE8, IE9 and IE 10), Mozilla Firefox, Google Chrome and Non-desktop devices like Tablets, Mobile Phones
- Translate English content into Arabic and place it on the website.

# Additional Highlights:

**Status:**

- **Ongoing**
- **13 websites to be developed over the duration of the contract.**
- **End date: Sep 2016.**

**QP Corporate Portal: Website is Live now [www.qp.com.qa](www.qp.com.qa)**

**QP Industrial Cities: Website is Live now [www.qpic.qa](www.qpic.qa)**

**Dukhan English School: Website is Live now [www.des.com.qa](www.des.com.qa)**

**Messaieed International School: Website is Live now [www.mis.qp.qa](www.mis.qp.qa)**