



We don't hear enough about what's happening in the field.

DELIAH
Accounts Payable Officer

Story — My History at Jemena

My name is Deliah and I am an accounts payable officer here at Jemena in Melbourne. I joined Jemena 6 years ago out of the banking sector. I'm really proud to work here, as Jemena is becoming one of the big players in the energy market. I really like the dynamic and constantly changing environment and the challenges I get thrown at me every day. I feel empowered to make my own decisions and my manager listens to what I have to say. The people I work with are really great and supportive, it makes it easy to come into work every day. I think Jemena looks after their staff very well and they understand my needs outside of work, there's a pretty good work-life balance.

Experience — How I work

I'm responsible for processing all the invoices that come in. They come in both in hardcopy and via email and I need to process them in SAP. I deal a lot with the suppliers and our internal stakeholders. I constantly use the people search function to find contact details for others within Jemena and to get to the org chart. I have several meetings during the day and I'm not always at my desk. I'm really busy and I get a lot of emails; so the emails with news and updates often get buried. I'd rather read these on the intranet so I can read them when it's convenient for me.

I often need to refer to policies and procedures on the intranet but I can't always find them, I've tried searching for them a couple of times, but it's easier to just ask someone where it is.

When I'm writing documents I usually save them on my desktop and when I'm finished I upload them into ECMS. Sometimes I think ECMS feels like a dumping ground.

As I also work a lot in other applications besides SAP, the Quick Links really help me out getting to them easily.

Opportunities — What I want

I like to read about how the business is performing and I'm also interested in new projects that we start up and what the guys out in the field are doing. I think we should have all that information on the intranet so I can browse through it on my phone when I'm on the train. While I'm running around the office I'd like to be able to use my phone to search for people's contact details.

I think it's hard to find things on the intranet, a restructure of the menus could make it more intuitive to use. It would make my life so much easier if the search function would work better, now I just get too many results. We use a lot of forms in the office and I think we can be so much more efficient if they would be electronic instead of printing them out and scanning them again.

I don't really see the value of Yammer, it's totally disconnected from where I'm working, the topics it relates to and I'm hesitant having my comments out there for everyone to see.

Obstacles — What Challenges Me

It's really hard to find the information that I don't regularly access on the intranet, the tabs are confusing and menu has too many options. I'm not always sure if I have the right version of a policy because there is so much old content around and it's not really clear who owns it in case I have a question about it. I usually have to check with someone if I'm looking at the right thing.

Working with some of the forms I use can be time consuming because I need to print, sign and then scan them again to send them via email.

I always use the Quick Links to jump to the applications I use, but a lot of the links are not relevant to my role. Most of those applications require me to log on again using different passwords and it's hard to keep track of them.

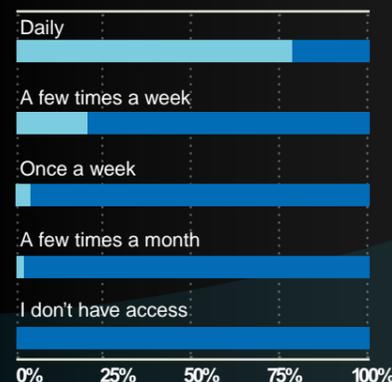
Wants — I would like to

- Be able to rely on the information in the intranet to be up to date and searchable;
- Have improved navigation that will help me find what I'm looking for without having to ask someone where it is;
- Have access to the intranet from a mobile device in and outside the office;
- Read about the latest Jemena news, wins, business performance and projects;
- Search for contact details of other Jemena staff while away from my desk;
- Have the ability to customise the Quick Links area to only show applications and systems that are relevant to me.

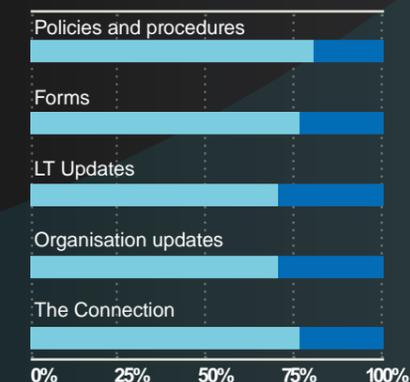
Frustrations — I'm annoyed that

- The search function doesn't return what I'm looking for;
- It takes too many clicks on the intranet to get to the information I need;
- Filling out forms can be time consuming.

Intranet use



Information I read



How I would like to receive my information

