



Jazz



AIR CANADA
EXPRESS

Ready for Takeoff

Transforming the Jazz Intranet | Nov. 2023



JAZZNET

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An aviation “lifer” with experience managing both operational and administrative groups. Currently specializing in IT Project Management, Communications, Information Security & Governance and Digital Workplace Transformations



Jazz is a wholly-owned subsidiary of Chorus Aviation, a leading global aviation solutions provider and asset manager, focused on regional aviation.



Jazz operates under the Air Canada Express banner as the primary regional partner for Air Canada.

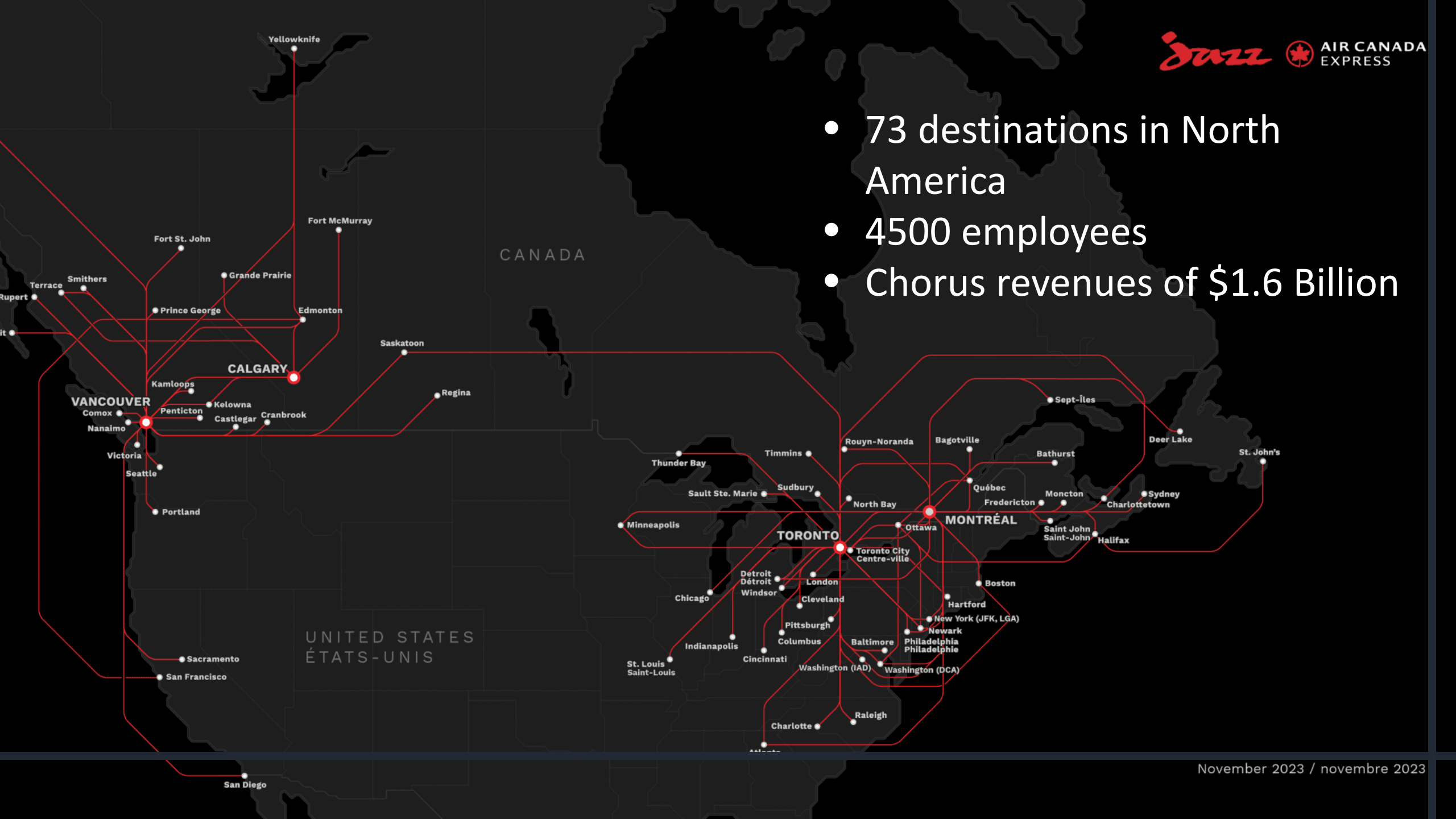
Jazz operates more flights and flies to more Canadian destinations than any other air carrier.



Other Chorus companies include airline and aircraft MRO provider, Voyageur Aviation, Cygnet Aviation pilot academy and aircraft lessor, Falko Aviation.



- 73 destinations in North America
- 4500 employees
- Chorus revenues of \$1.6 Billion



Let's talk about...



Planning the Journey



Taking the Trip



Finding Hidden Discoveries along the way



Getting Ready for Takeoff!





Planning the Journey

How we prepared for our intranet transformation

Planning the Journey

- Background
- Conduct Discovery Workshops
- Design the Guiding Principles
- Create the Common Artifacts
- Pack for the trip



Background

The *Jazz* intranet, built in 2014, needed a refresh,
Chorus needed to build its own intranet,
All companies work in separate Microsoft tenants
and wanted to leverage SharePoint as the
backbone of their new intranets.

After a year of workshops and assessments,
enter...

omnia

Discovery Workshops

Requirements determined through meetings and workshops with

- Parent and Subsidiary executives – *for the Vision*
- IT Staff – *for Functionality and Security*
- Intranet Moderators and Stakeholders – *for Content and Ease of Use*

Out of these workshops we developed the intranet **Vision** and **Guiding Principles**

Multi-co Intranet Vision

Independence – Each company maintains its own unique and branded intranet for organizational independence, with as much customization as required to meet the business needs.

Standardization – A single technology ecosystem, structure, layout & templates providing consistency and efficiency for all.

Connectivity - Relevant content can be shared across the companies as a means of bringing employees together.



Guiding Principles

We keep these at the forefront of all Design and Build decisions.

We will deliver a modern, consumer-like experience



We will deliver a mobile-first experience



We will deliver a Connected and Personalized experience



We will deliver a Collaborative and Social experience with an Emphasis on Communities and Inclusivity



We will make it Easy to Find things employees need



We will keep employees In The Flow Of Work



We will deliver secure content through the Employee Lifecycle

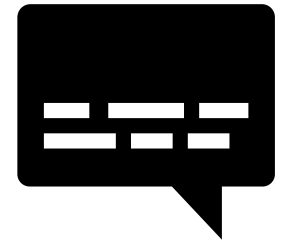
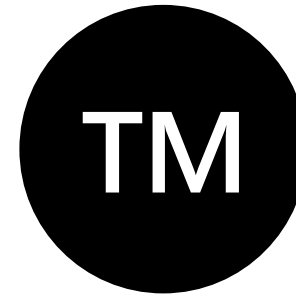
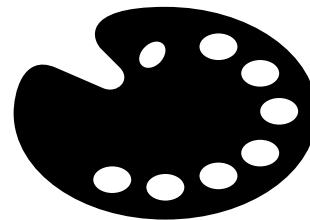
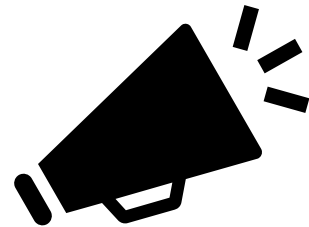
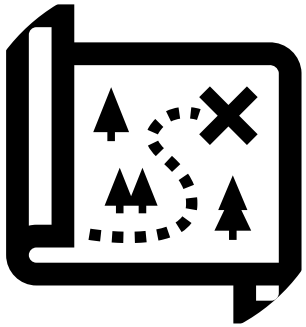


We will deliver a simple, customized experience for moderators and admins



User Experience and Visual Appeal

We will deliver a **modern, consumer-like** experience to employees



Navigation

- Ease of Use
- Mega Menus
- organized by topic, not department

Notifications

- Customized Alerts for mobile and desktop

Beautiful Visuals

- Supported image galleries that reflect our diverse workforce

Branding and Theming

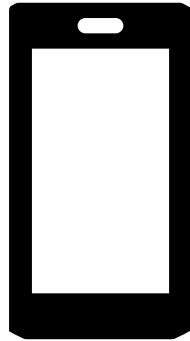
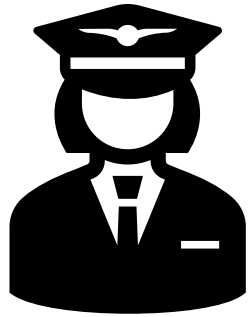
- Standardized templates for easy admin

Accessibility

- A barrier-free experience

Mobile Experience

We will deliver a **mobile-first** experience to employees



Dedicated Front-Line Features

- Read and Sign
- Mobile “Feed”
- Daily tools

Dedicated Mobile App

- Customized push notifications (in-app and lock screen)

Ease of Use & Access

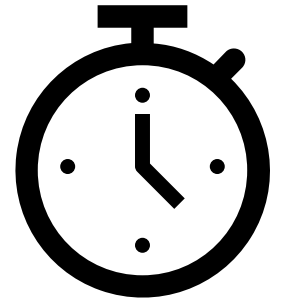
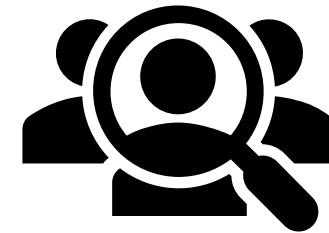
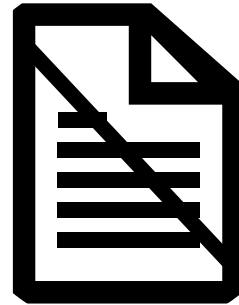
- intuitive
- Supports common browsers

Slimmed Down Experience

- Leaned out features for smaller mobile form factors

News & Publishing

We will deliver a **Connected and Personalized** experience to employees



Chorus Connection

- Content could be “opt in”.
- Content push from one to many with no duplication

Crisis Comms

- Banner alerts in both desktop and mobile formats
- Push notification across all device types

Reduced PDFs

- Pages instead of documents that must be downloaded for viewing.

Audience Targeting

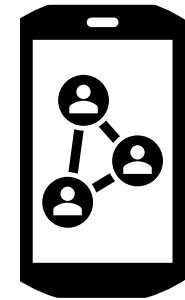
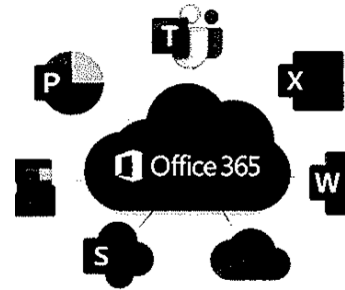
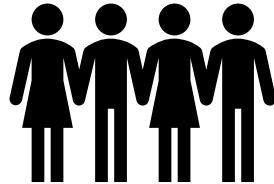
- Content targeted by role
- News by role & subscription
- Favorites

Content Scheduling

- approvals workflow
- Scheduled release
- Push to other systems

Collaboration & Social

We will deliver a **Collaborative and Social** experience with an **Emphasis** on **Communities** and **Inclusivity**



Reactions and Feedback

- Commenting, Reactions, Likes and Sharing
- Polls and pulse checks

Building Communities

- Moderated and interactive communities
- Classifieds and Forums

Connected to O365

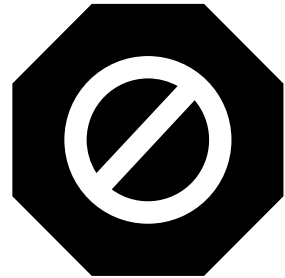
- One click to SharePoint, OneDrive and Teams
- Search O365

Social Networks

- Connections to supported Social Networks

Search & Navigation

We will make it **Easy to Find** things employees need



Search Experience

- Search across entire tenant
- Promoted Search capabilities

Permission Management

- Search based on permissioned content only

People Finding

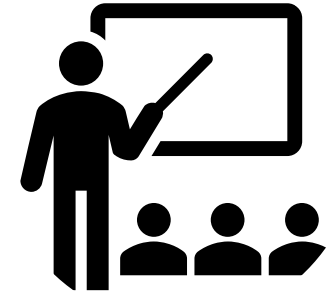
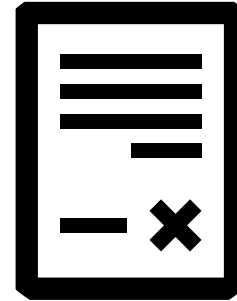
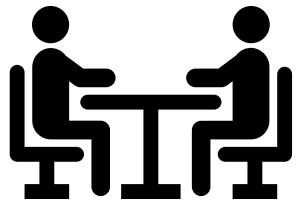
- Dynamic cross-tenant people search.
- Organizational attributes

Knowledge Management

- Searchable Knowledge Bases

Employee Services

We will deliver secure content through the **Employee Lifecycle**



New Hires & Retirees

- Connecting pre and post employment

Onboarding

- New Hire content and access to all services required in the onboarding process

Policies, Procedures & SOPs

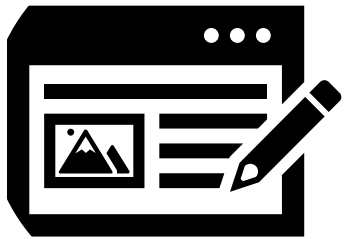
- Created once and stored centrally
- Ease of access

Training

- Internal Learning Centre

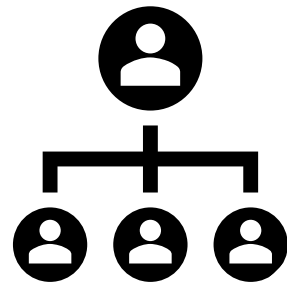
Admin Experience

We will deliver a **simple, customized** experience for moderators and admins



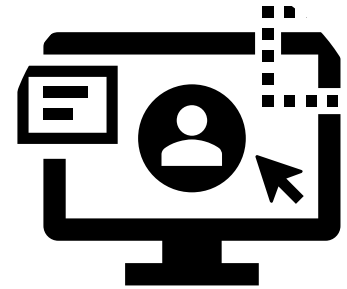
Templates!

- Simplifies formatting for mods and wayfinding for employees



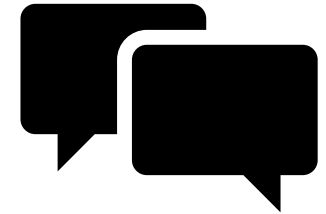
Role Based Access for Admins

- Different levels of access depending on role



Customized Admin Experience

- Centralized admin controls including mobile view

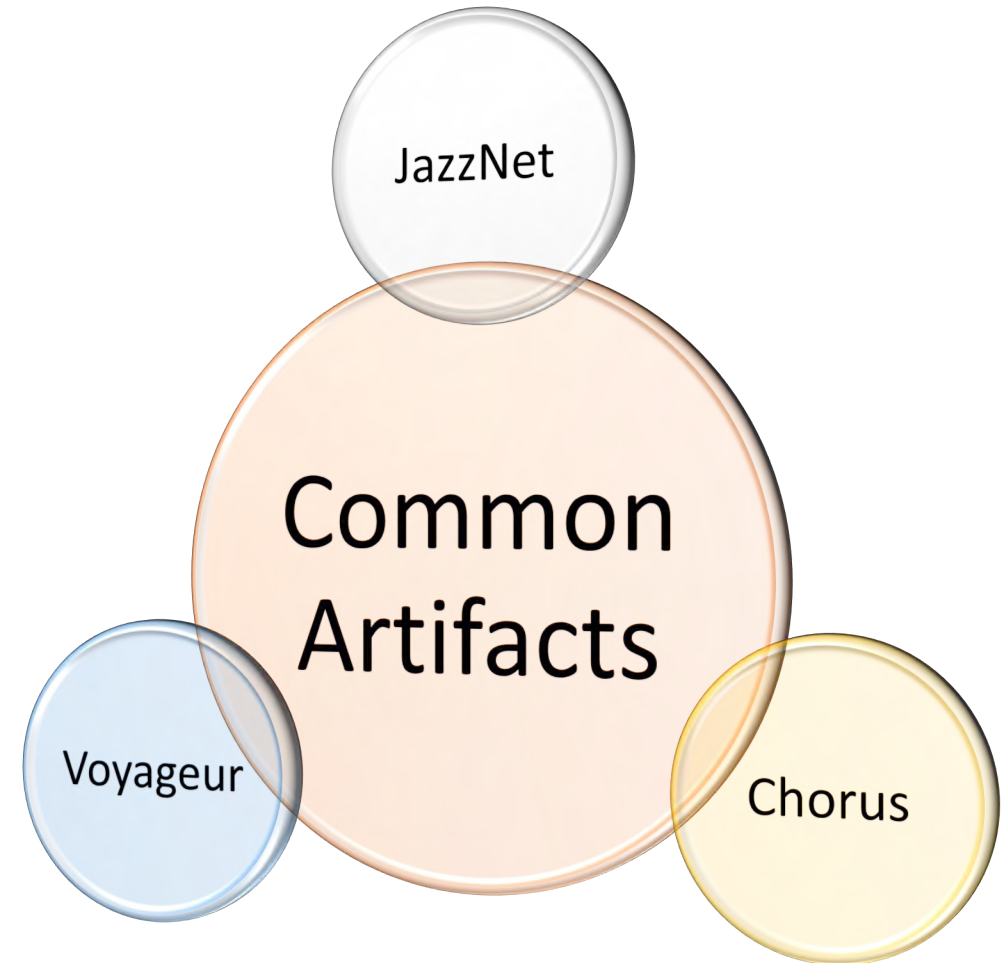


Multi-Lingual Capabilities

- AI translation for supported languages
- Fully bilingual (FR/ENG)

Common Artifacts

A cross-company team designed the structure, layout & templates for common use, providing consistency and efficiency for all.



Pack for the Trip

Inventory existing content and only bring with you what you need.

Delete or archive the rest.

We removed approximately 60% of existing content and only brought the remainder over to the new JazzNet



Jazz



AIR CANADA
EXPRESS

Taking the Trip

Building and Executing the plan



Taking the Trip

- Train, Build, Repeat
- A Place for each Team
- A Place for Everyone



Train, Build, Repeat

We took an iterative approach to building and testing the new intranet. Creating and testing new capabilities in manageable phases.



The Departments section lists out all the departments inside our organization. Each departments content should focus on providing a high-level overview of what their department is about to both department and non-department employees.



Tis the
2023

As part of o
10 days ago

Departments

Airports

Finance

Human Resources & Corporate Development

Information Technology

Language Services

Crew Resources

System Operations Control

Commercial Services

Flight Operations

Inflight Services

Internal Audit

Legal

Payroll, Pension, & Benefits

Corporate Communications and Bra

Flight Operations Training

Inflight Training

Labour Relations

Maintenance & Engineering

Safety, Quality & Environment

A Place for each Team

Department Pages

- Department News
- Day of Operations Tools
- Key Sections and Links
- Personalized Content

The screenshot displays the JazzNet website interface. At the top, there is a navigation bar with a home icon, 'ABOUT US', 'DEPARTMENTS', 'EMPLOYEE CENTRE', 'WORK TOOLS', 'NEWS', and 'CALENDAR'. A search bar is located on the right side of the navigation bar. Below the navigation bar, the breadcrumb path 'JazzNet > Maintenance & Engineering' is visible. The main heading is 'Maintenance & Engineering', with an 'ADD AS FAVOURITE' button (star icon) to its right. Below the heading, there is a blurred text area. Underneath, the section 'Our News' is displayed, featuring a video player. The video shows two men shaking hands in front of an 'EXPRESS' sign. The video title is 'Employee Years of Service' with the subtitle 'CONGRATULATIONS on your YEARS OF SERVICE...'. The video was posted '5 months ago' and has 0 likes and 0 comments. Below the video, the section 'Our Tools' is partially visible.

JazzNet > Maintenance

Maintenance

Maintenance & Engineering with Technical Response for the fleet. The fleet consists of Canada authorized Aircraft services to the Company.

Our News

The Employee Centre section is where users can find any information regarding HR-related matters including benefits and payroll information.



Employee Centre

Pay & Time Off

- UKG PRO - Human Resource System
- UKG Workforce Central
- Pay Calendar
- Banking Time
- Pay Rates
- Vacation & Schedule Bidding
- Time Tracking
- Statutory Holidays

Professional Development

- Career Opportunities
- Learning & Development
- Employee Referrals
- Mentoring
- Hiring Employees

Onboarding

- Orientation (First Week)
- Introduction (First Month)

Benefits & Perks

- Parking at Jazz
- Travel Privileges
- Retirement Benefits
- Health Benefits
- Employee Share Ownership Plan (ESOP)
- Beneficiaries
- Benefits updates After a Life Event
- Benefit eligibility when you move outside of Canada

Expenses

- Meal Allowance Rates
- Relocation Expenses
- Expense Claim Procedure
- Hotel and Travel Expenses

Labour Relations

- Flight Attendants
- Pilots
- Airport Services
- Crew Schedulers
- Dispatchers

Work Life Events

- Request for Standard Letter of Employment
- Relocation
- Marriage & Common Law updates
- Family Additions
- Legal Separation or Divorce
- Estate Planning, Wills, & Executorship
- Retirement
- Health Services

Programs & Services

- Service Awards
- Diversity & Inclusion
- Employee and Family Assistance Program
- Employee Discounts

Social Zone

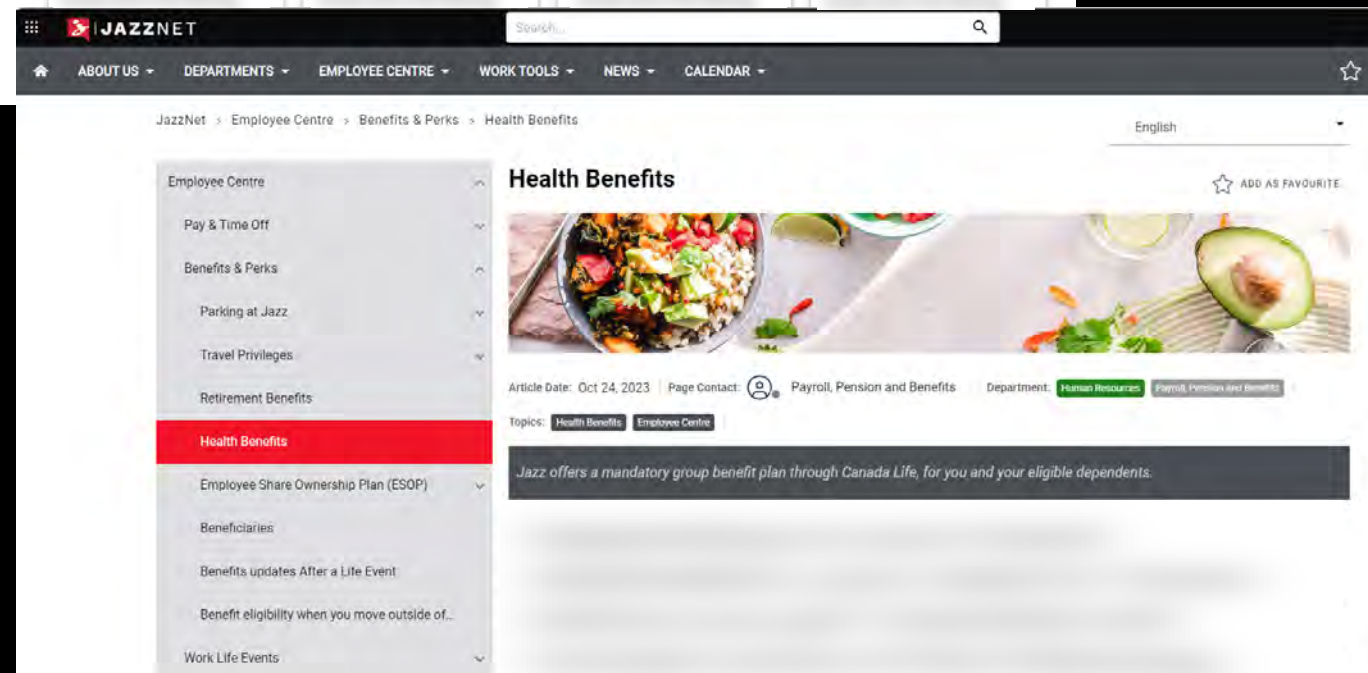
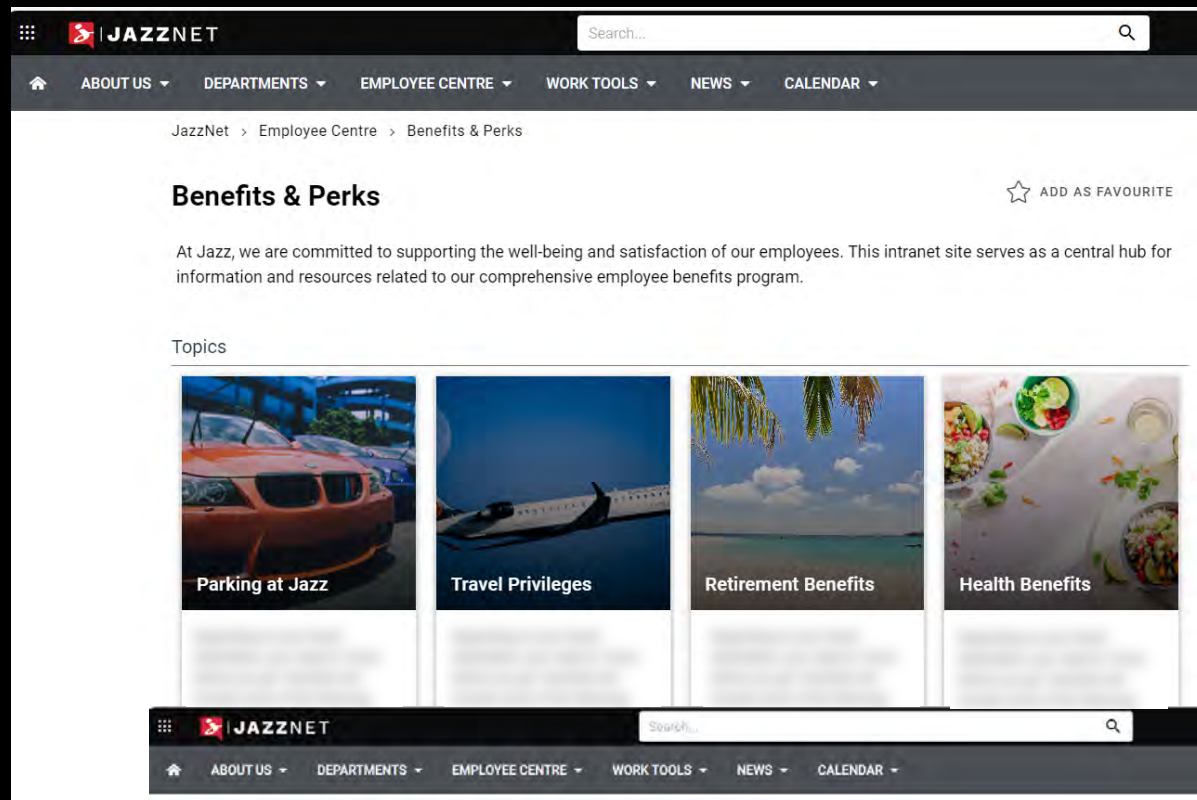
- After Hours Clubs
- Employee Resource Groups
- Women's Advocate
- Marketplace

Our Tools

A Place for Everyone

Employee Centre and Work Tools

- Centralized
- Organized by Subject not Department
- Topic Pages and Tiles put information in context
- Easy navigation





Finding Hidden Discoveries

Cool Omnia features we're leveraging

Finding Hidden Discoveries

- Document Control
- Emergency Response Portals
- Tenant to Tenant Sync



Viewing Non-Document Control ***Document Change Details** [Reset Form](#)

It is important to provide the reason why changes are being made to a document. Change details are provided to the owner and approvers assigned to the review. If not submitted in detail below, the submission may be rejected.

[DCR Details](#) [DCR Details 2](#) [Review](#) [Reviewer Feedback](#) (Initial Document Control Verification)

*** Provide the reason why changes are being made to a document**

We no longer use this document - we are requesting to remove it from the DCR library.

I have attached the latest version that I had published on JazzNet for your review to ensure it is the latest version

(No working copy)

[Previous Page](#) [Next Page](#) [Save as Draft](#) [Send to Document Owner](#)

[Show Only My Requests](#) **Request Dashboard for Jason Sirockman (Showing All Requests)** [Create New Request](#)

Request Type: Find items Status:

Requestor: Find items Department:

Title	Request	Status	Requestor	Owner	Due Date	
GMP54 - Aircraft Certification Authority (ACA)	Revision	Awaiting Working Copy	Jason Sirockman	Unassigned	11/17/2023	>
Documents for TTF Reinforced Cockpit	Deletion	Initial Document Control Verification	Jason Sirockman	Unassigned	11/17/2023	>
56-01 - E175 PAX Window Shipping	New	Awaiting Working Copy	Jason Sirockman	Unassigned	11/17/2023	>

Document Control Migration

Our Document Control Department needed to migrate off their end-of-life software so we introduced them to Omnia, which has document management capabilities included!

Document Control **Change Requestor**
(Person Submitting the Request) Reset Form

(Initial Document Control Verification)

Details DCR Details 2 Review Reviewer Feedback

* Department * Request Type

Document No. DCR 2023-818 Revision Date Submitted 11/07/2023 Date Required 17/11/2023

Replacing File No. Form Type JDM No TCCA Approval No Regulatory/Standards No

Reason for fast track: JazzNet No Trax No Content Locker No

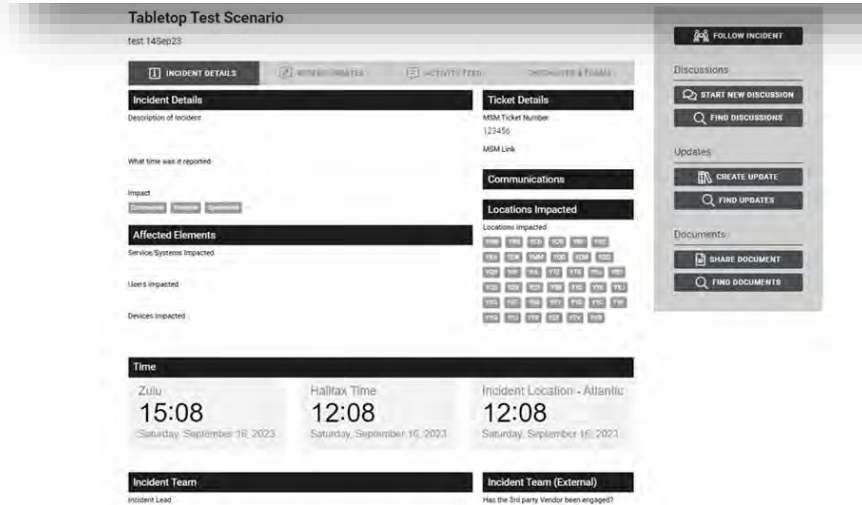
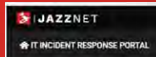
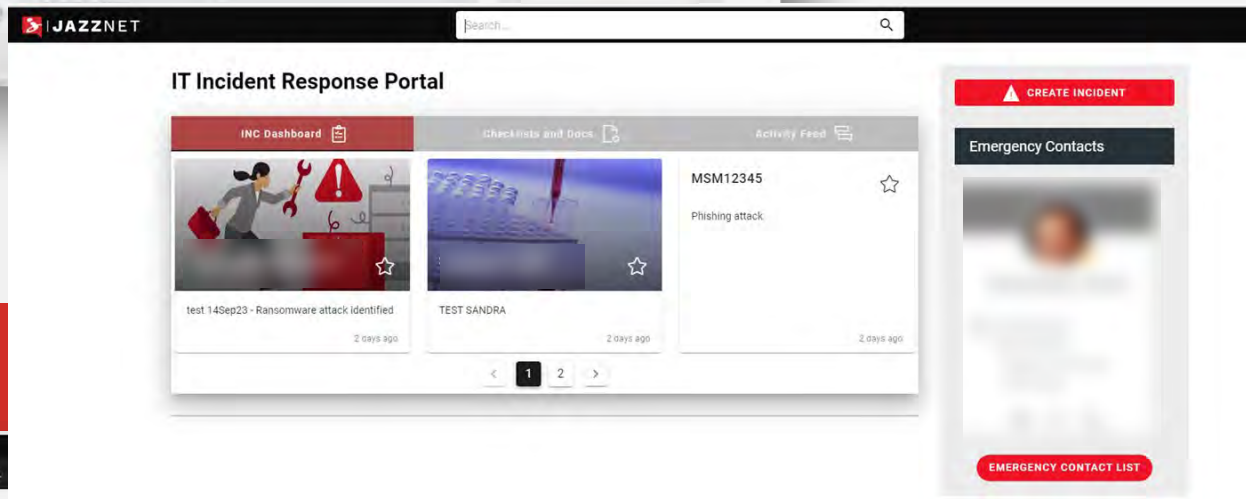
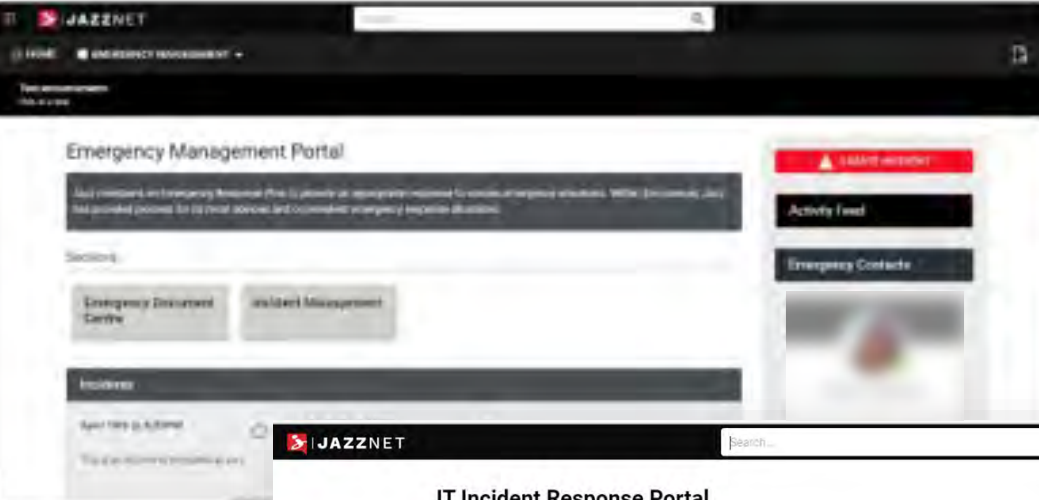
Working Copy (English) (French)

Previous Page Next Page Save as Draft Send to Document Owner

Document Control Migration

The Doc Control team wanted a specialized workflow to intake and manage the

Document Change Request (DCR) process so we built them a Power App



Incident Response Portals

- Leveraging Omnia Communities we have built two incident response communication portals that are ready for use today!
 - Emergency Management
 - IT Incident Response



Tenant to Tenant Sync

The new Tenant to Tenant sync, available in Omnia Release 7 gives us the ability to create news, policies or other content at the parent company and push it to the subsidiary intranets



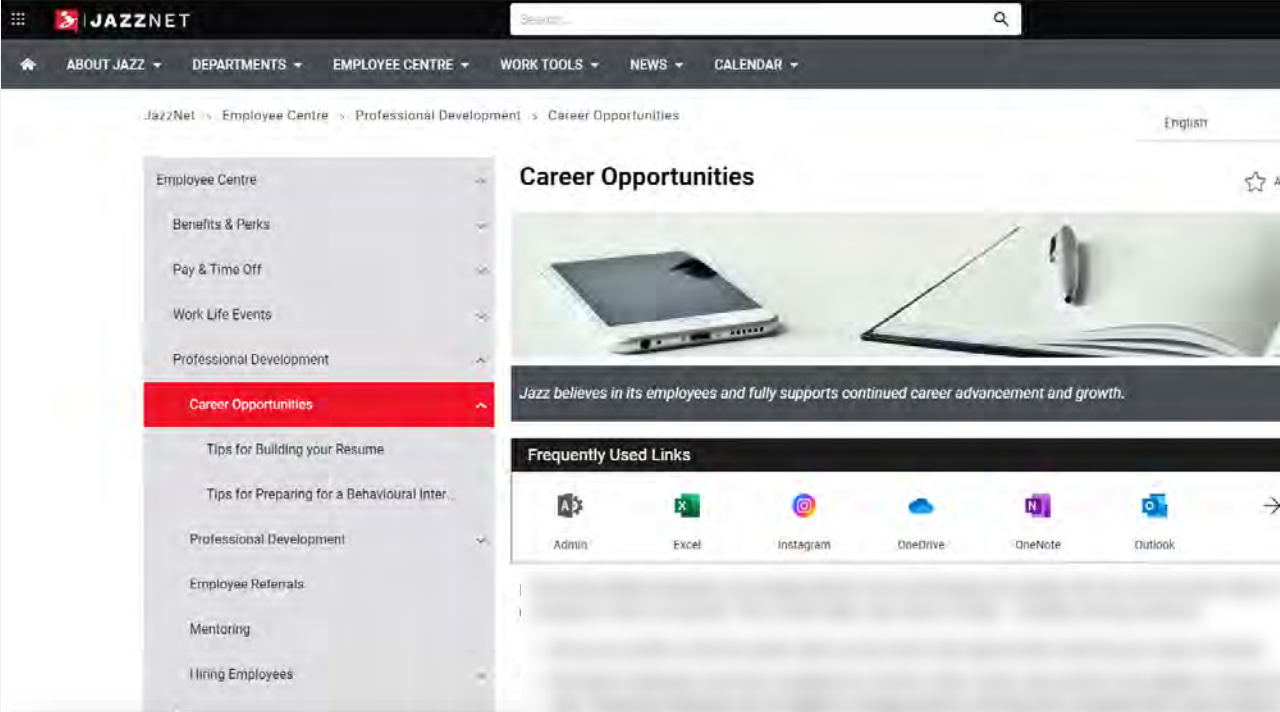
Getting Ready for Takeoff!

How we're preparing for the launch

Getting Ready for Takeoff!

- Testing with Teams
- User Experience (UX) Reviews





Testing with Teams

Using Teams for a better test experience

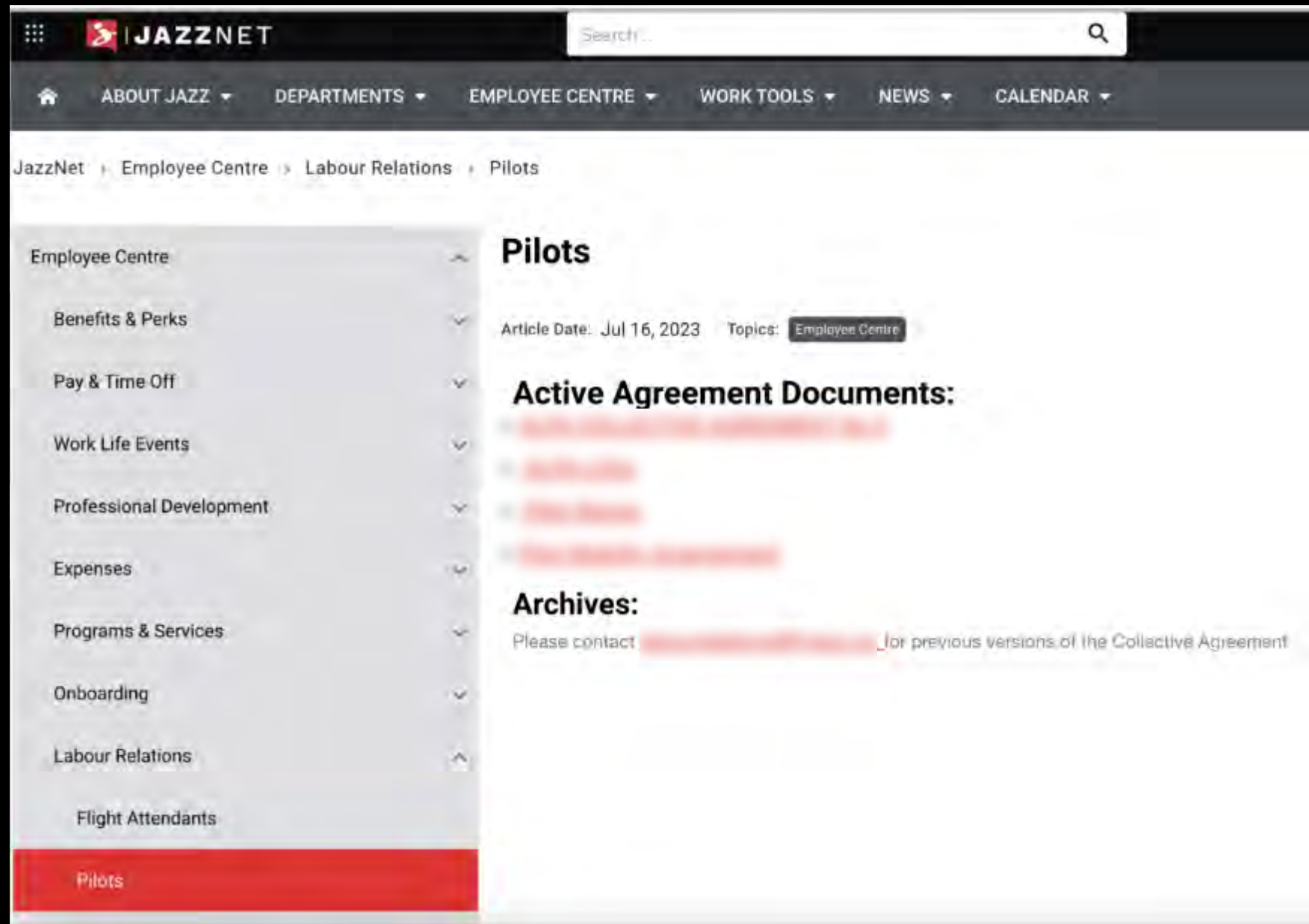
- Teams Audio Conferencing – a common platform our testers already use!
- Screen recording shows navigation in real time
- Design team can access recorded transcripts and video capture to facilitate changes based on user feedback



UX and Accessibility Reviews

What our Mods Want

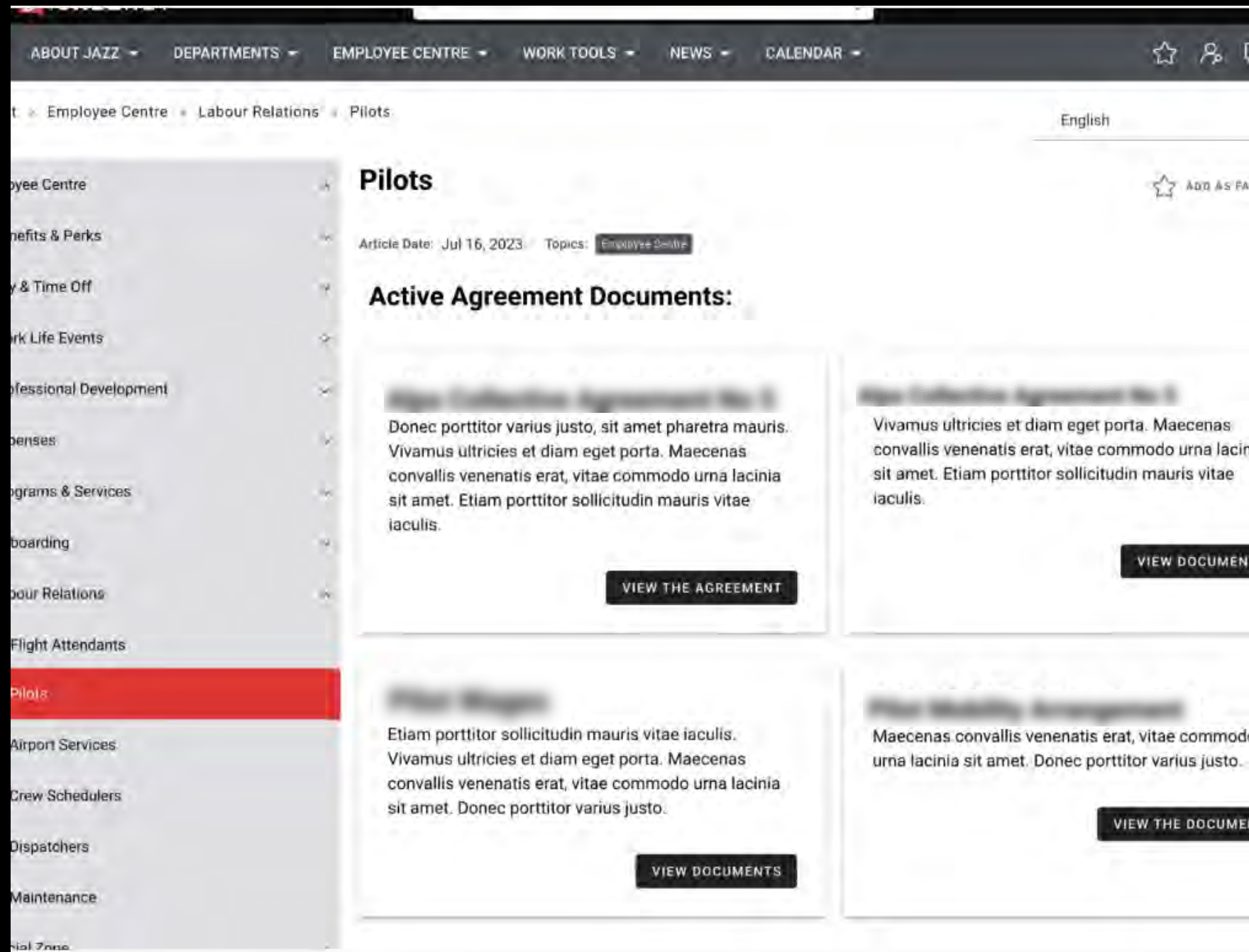
- Embedded links with no context



UX and Accessibility Reviews

What UX Review Recommended

- Action Buttons with clear context



Questions?

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