

Building a Rich People Search with OOTB & Open Source Components

Peter Carson



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- ✓ • Office Apps and Services MVP for 13 consecutive years
- ✓ • President, Toronto SharePoint Users Group

Agenda

- Importance of People Search and Harnessing Employees' Expertise
- Building a Trusted Repository of People Information
- What is Entra ID?
- OOTB, Open Source, Commercial Options
- Viva Skills and LinkedIn Learning
- Applications and Demo

People as Sources of an Organization's Intellectual Property

- **Untapped Potential:** Employees possess vast amounts of knowledge and skills often unknown to the organization
 - Job roles don't often encapsulate the full range of an individual's abilities
- **Remote Challenges:** Distance and lack of in-person interactions make it harder to discover or leverage colleague's expertise
- **Silos of Knowledge:** Without centralized platforms, knowledge remains isolated and underutilized



How much of your IP lives in the minds of the staff?

“If only HP knew what HP knows, we would be three times more productive.”

Lew Platt, Former CEO of HP

- **Tacit** knowledge is in someone’s head, and the challenge is to make that knowledge **explicit**, or codified in recorded form so that it can be shared
- It’s generally accepted that about 20% of a corporation's knowledge is well documented, indexed and archived and can be easily accessed through Knowledge Management (KM) tools.
- [Tacit Knowledge Vs. Explicit Knowledge \(aiim.org\)](http://aiim.org)
- [The 80/20 rule of corporate knowledge | LinkedIn](#)

Challenges of the Current State



Where is your people data? HRIS, ERP or payroll systems, IT (Active Directory, Entra ID, LinkedIn, Excel?)



How connected are your systems? Is there a system of record?



How are your onboarding, offboarding, and role change processes defined?



What about profile pictures, expertise, and skills?



Identifying Sources of Information

1. What are all of your repositories?
 - Entra ID, On-prem Azure AD, HRIS systems, SuccessFactors, etc.
2. Which system is your primary system of records for people information?
3. What are your current processes for keeping these systems in sync?
4. Are these processes highly manual and/or cause friction/delays?
 - i.e. do multiple departments need to get involved to update people data across all systems?



What is Entra ID?

- **Entra:** New name for Microsoft's suite of identity and access products
- **Entra ID:** New name, same capabilities as Azure AD
- Other tools:
 - Microsoft Entra ID Governance
 - Microsoft Entra External ID
 - Microsoft Entra Verified ID
 - Microsoft Entra Permissions Management

Data Disarray: The Consequence of Non-Integrated Systems



Inaccurate Decision
Making



Decreased Productivity



Loss of Trust



Increased Operation
Cost



Decreased Data
Security

Canadian Tire InTIREnet

The NEW InTIREnet is here!

Access site content through streamlined navigation links

Rotating images of Canadian Tire's business units—click to access public sites

Find out what's going on at Canadian Tire

Read up on the latest industry news

Search for information by name, location, etc.

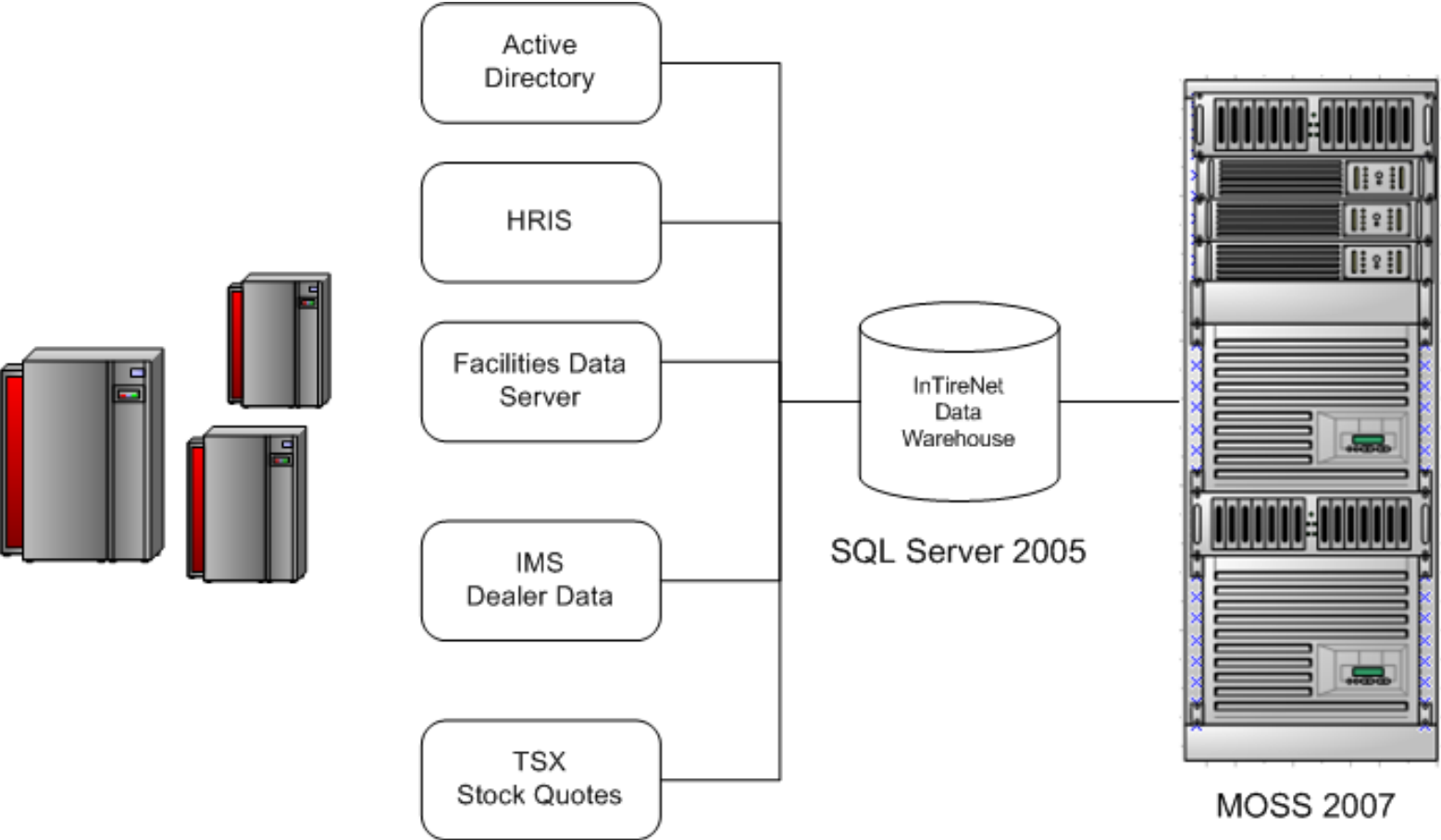
Promotes corporate-wide news such as financial results, Staff A events and Foundation for Families news

Click here to vote and view poll results

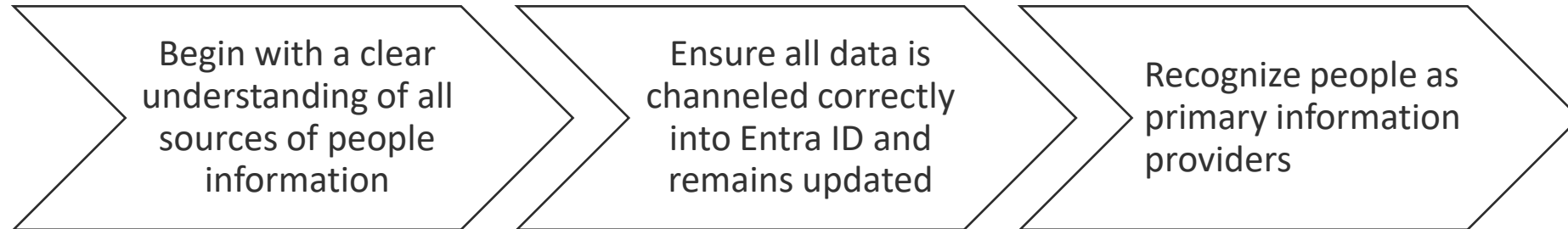
Check Canadian Tire's stock price

The screenshot shows the InTIREnet website interface. At the top, there is a navigation bar with links for HOME, COMMUNITY, CORPORATE, PEOPLE, and LINKS. Below this, there are several content sections: CTC HEADLINES, INDUSTRY HEADLINES, ONLINE POLLS, and STOCK PRICE. A search bar is located in the top right corner. The website also features a rotating image of a Canadian Tire store and a section for Distribution Current Events. A callout box points to the search bar, and another points to the online polls section. The stock price section includes a line graph showing the company's performance over time.

People Data Warehouse



Streamlining and Integrating Your Systems



Validating Entra ID

- [Power BI Azure AD Users and Groups Dashboard Technical Guide | Extranet User Manager](#)
 - Harvester extracts User and Group data from Entra ID and writes it to CSVs
 - Intended to be used in a Power BI Report
- Review the Users.csv output in Excel
 - Look for obvious garbage data, empty columns, etc.

So, you've level-set your systems in Entra ID – **Now What?**

- One Source of Truth: with Entra ID, all people data comes from a unified, trustworthy location
- Conflict-free Data: eliminated discrepancies across all repositories for seamless syncing and integration

Next step: Leverage efficient indexing and profile retrieval in a high-quality and accurate People Search and Directory built on top of Microsoft 365



Is Great People Search Possible?

- Finding people with the right knowledge drives adoption and utilization on intranets
- Always updated and accurate people info improves resource utilization and collaboration in the organization and within communities
- But the Admin feels like Sisyphus. Employees and community members:
 - Join
 - Leave
 - Change roles
 - Learn something new every day
 - Can't/won't tell you what they know

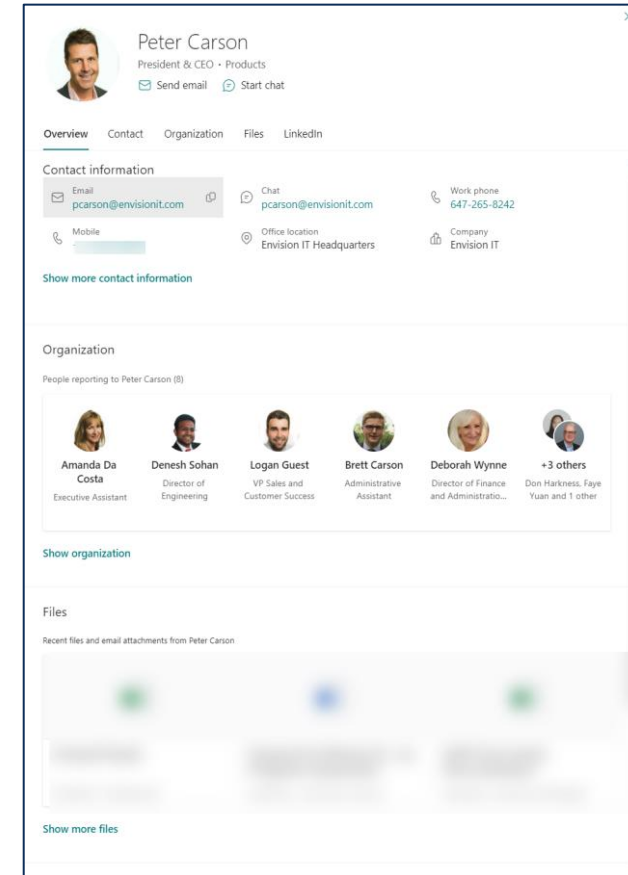
Surfacing People's Untapped Potential with OOTB Microsoft 365

People Search is important because the knowledge in people's heads is so much of the intellectual property that you have as an organization.

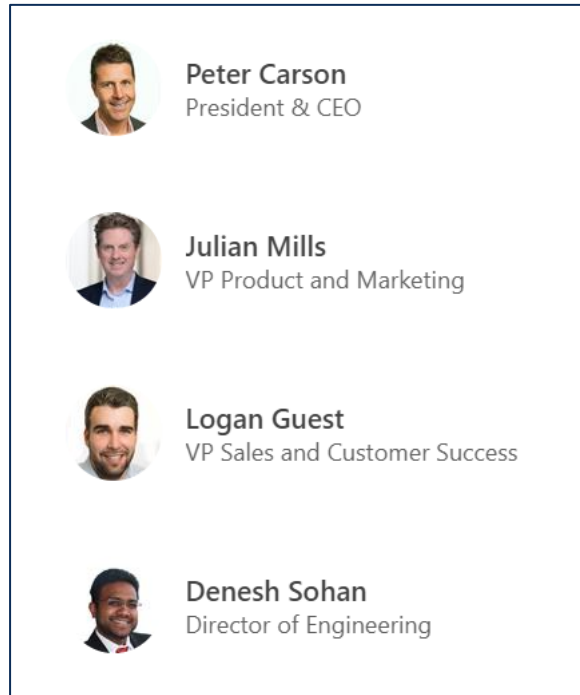
- By not tapping into their knowledge, you can lose a huge amount of potential value of your organization.
- Out-of-the-box Microsoft 365 solutions for surfacing employee knowledge:
 - Microsoft Search
 - People Cards
 - People Webparts
 - Org Chart webparts

Leveraging People Cards to Highlight People's Expertise

- Microsoft has standardized People Cards across all applications
- Can customize information on People Cards via Microsoft Graph
- Organizational chart
- Surface in Teams, Outlook, SharePoint ...



People and Organization Chart Web Parts

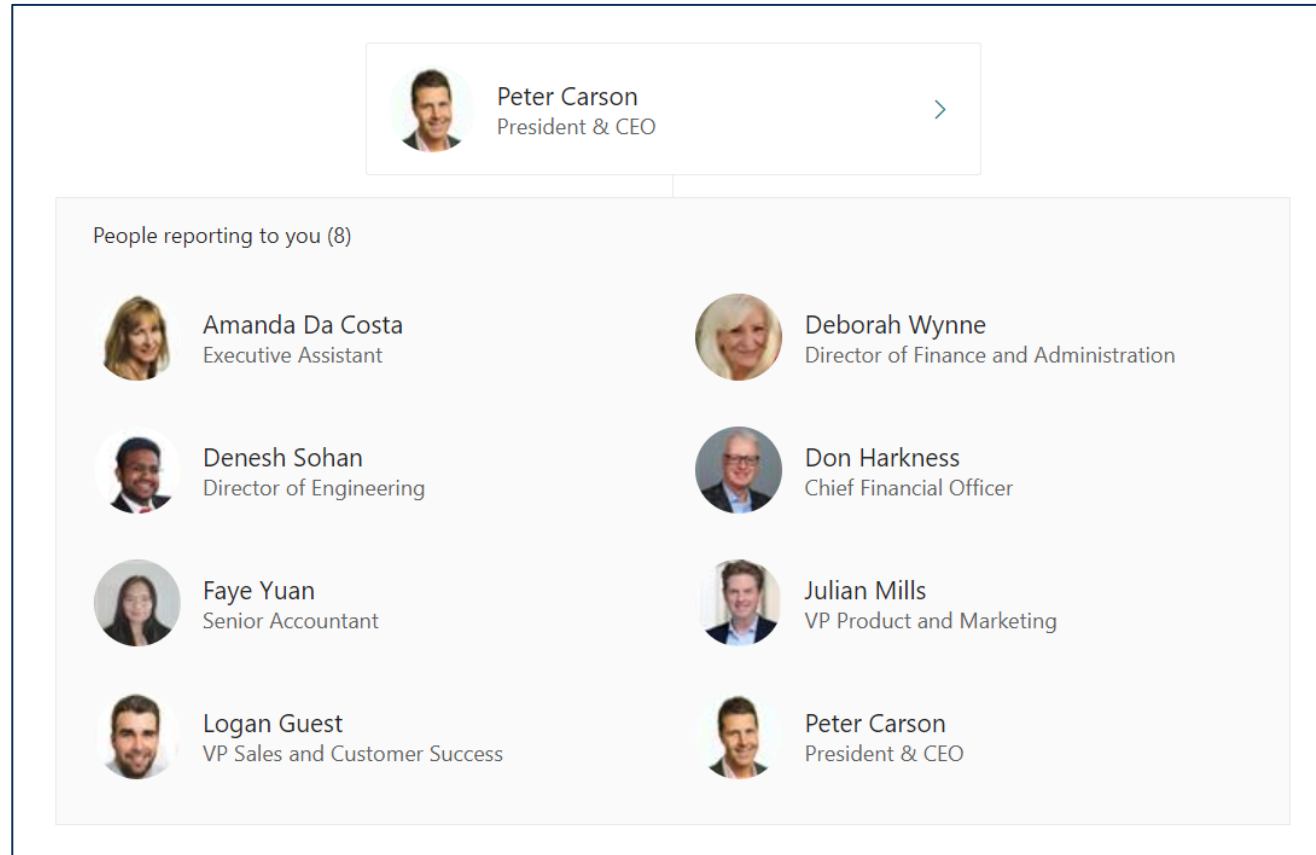


Peter Carson
President & CEO

Julian Mills
VP Product and Marketing

Logan Guest
VP Sales and Customer Success

Denesh Sohan
Director of Engineering



Peter Carson
President & CEO >

People reporting to you (8)

Amanda Da Costa
Executive Assistant

Deborah Wynne
Director of Finance and Administration

Denesh Sohan
Director of Engineering

Don Harkness
Chief Financial Officer

Faye Yuan
Senior Accountant

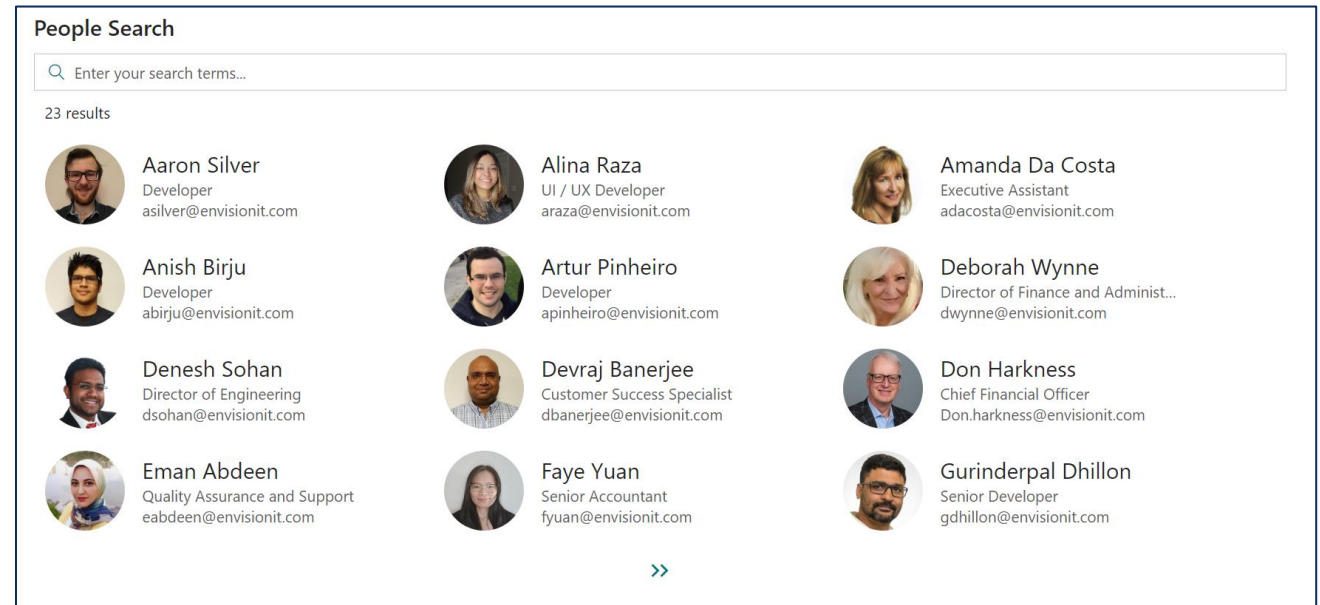
Julian Mills
VP Product and Marketing

Logan Guest
VP Sales and Customer Success

Peter Carson
President & CEO

Microsoft Graph People Search Web Part

- Open source
- Based on Microsoft Graph and deployed within SharePoint Online
- Addresses the following requirements:
 - Show person cards
 - Free text search
 - Configurable search query
 - Customizable
 - Render the out-of-the-box Live Person card (LPC) on hover



The screenshot displays a 'People Search' web part interface. At the top, there is a search bar with the placeholder text 'Enter your search terms...'. Below the search bar, it indicates '23 results'. The results are presented in a grid of 12 person cards, arranged in three columns and four rows. Each card features a circular profile picture, a name, a title, and an email address. The cards are for: Aaron Silver (Developer), Anish Birju (Developer), Denesh Sohan (Director of Engineering), Eman Abdeen (Quality Assurance and Support), Alina Raza (UI / UX Developer), Artur Pinheiro (Developer), Devraj Banerjee (Customer Success Specialist), Faye Yuan (Senior Accountant), Amanda Da Costa (Executive Assistant), Deborah Wynne (Director of Finance and Administ...), Don Harkness (Chief Financial Officer), and Gurinderpal Dhillon (Senior Developer). A double arrow icon '>>' is located at the bottom right of the results area.

<https://github.com/YannickRe/spfx-msgraph-peoplesearch>



Customizing Entra ID and People Search

- ExtensionAttribute1-15
 - Available fields that can be used for any purpose
 - Can be lit up on People Cards
 - We have customized the Graph People Search Web Part to display them
- Open Extensions
 - Accessible through Graph
 - How EUM defines custom fields

Commercial Products



[LiveTiles Employee Directory App](#)



[OneDirectory Employee Directory for Microsoft 365](#)



[Staff Directory - Cloudwell](#)



[Saketa SharePoint Employee Directory](#)



by ClearPeople

[Atlas Employee Directory](#)



[Vitextra Employee Directory](#)



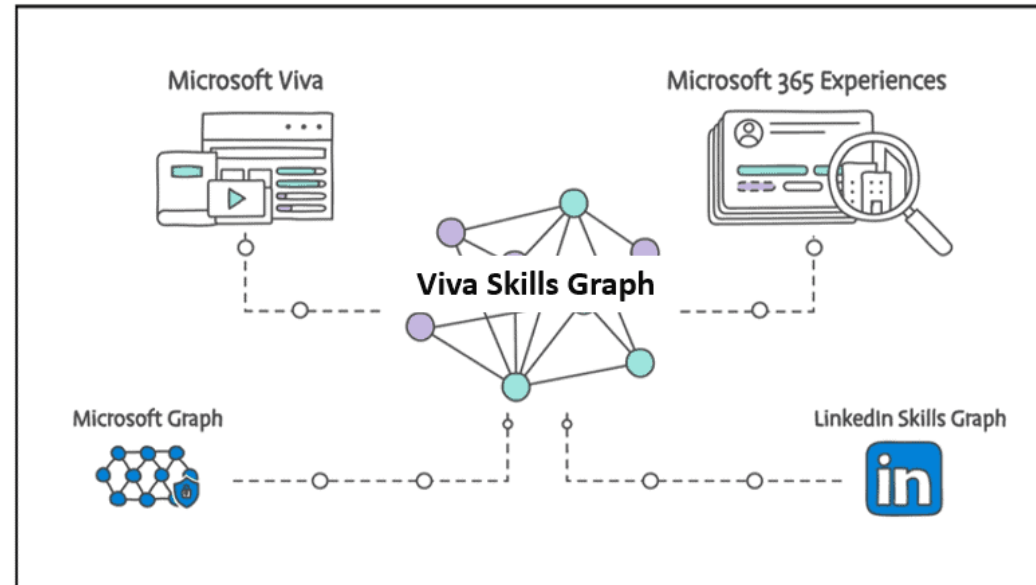
[HR365 SharePoint Employee Directory](#)



[Beyond Intranet SharePoint Employee Directory](#)

Viva Skills and LinkedIn Learning Integration

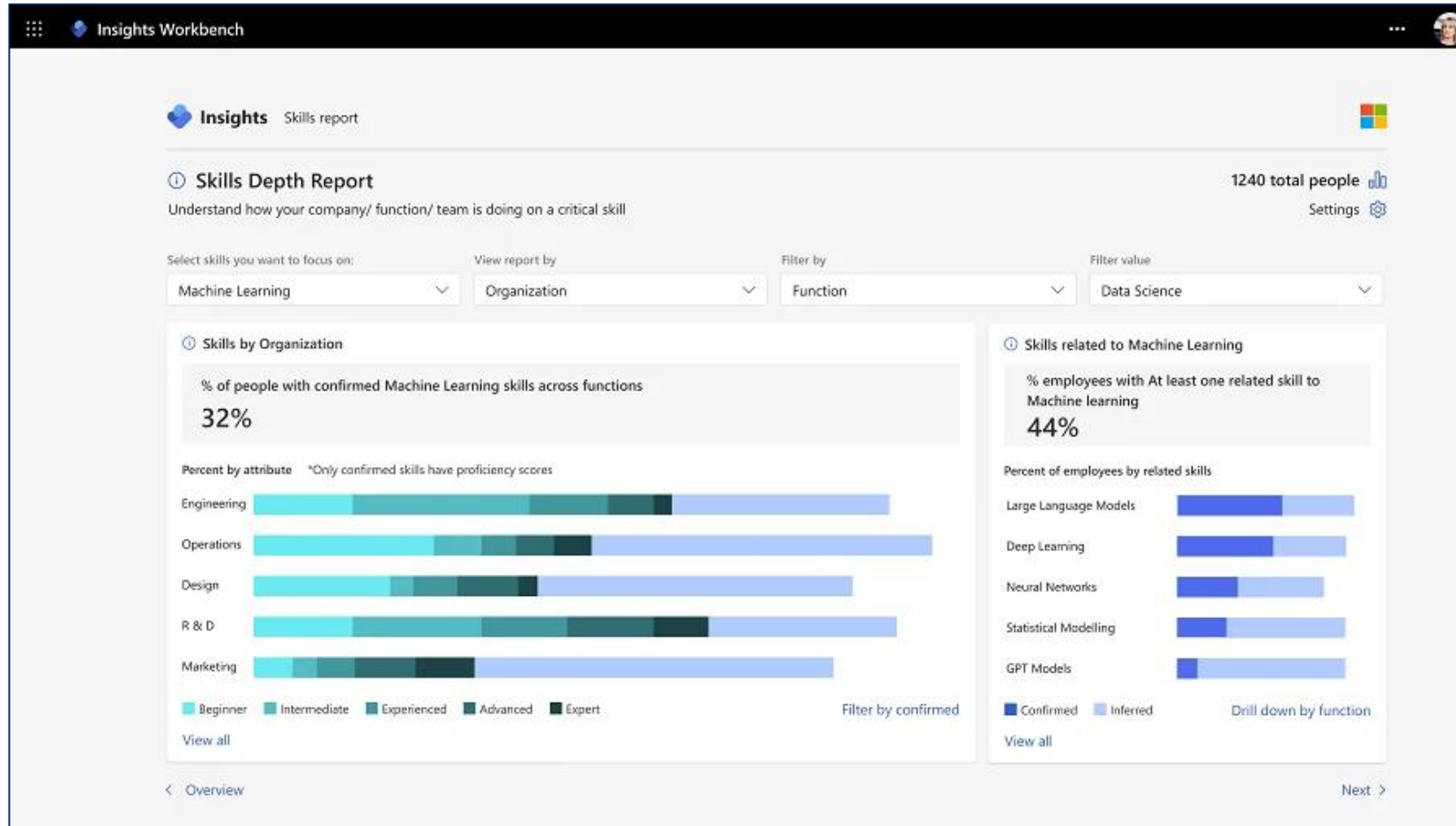
- Microsoft Viva Skills uses LinkedIn's database to understand and categorize employee skills
- Employees can easily modify and showcase skills on their Microsoft profile
- Viva suggests relevant learning courses and mentors based on individual's skills
- Can be integrated with HRIS and AD systems



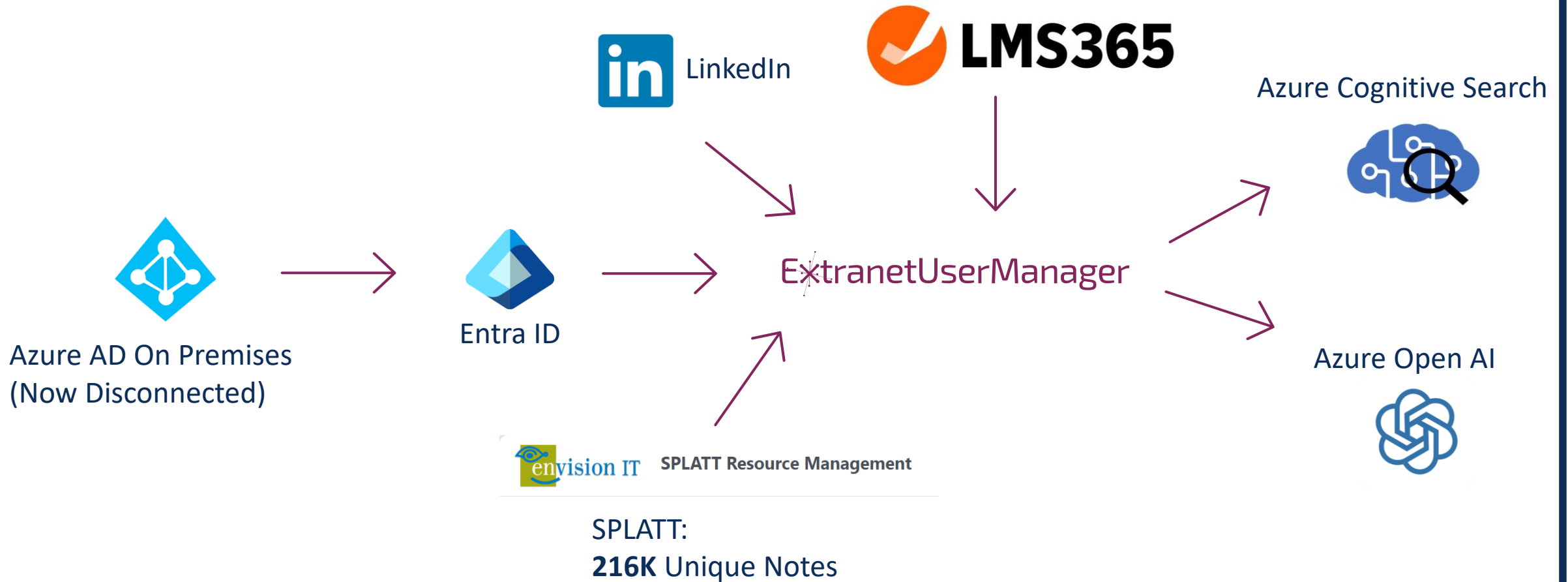
[Introducing Skills in Microsoft Viva, a new AI-powered service to grow and manage talent | Microsoft 365 Blog](#)

[Why Microsoft Viva Skills Could Disrupt The HR Tech Market – JOSH BERSIN](#)

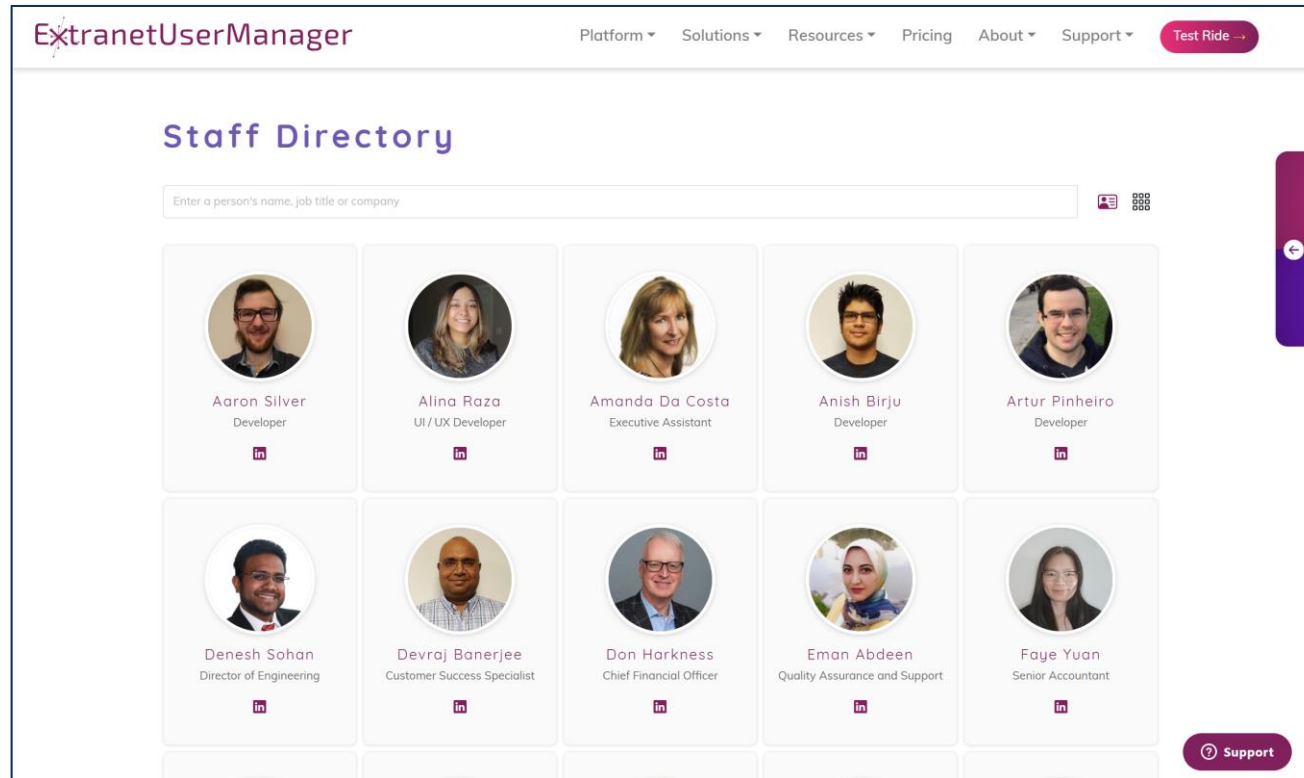
Viva Skills Dashboard



Envision IT People Data



EUM Member Directory

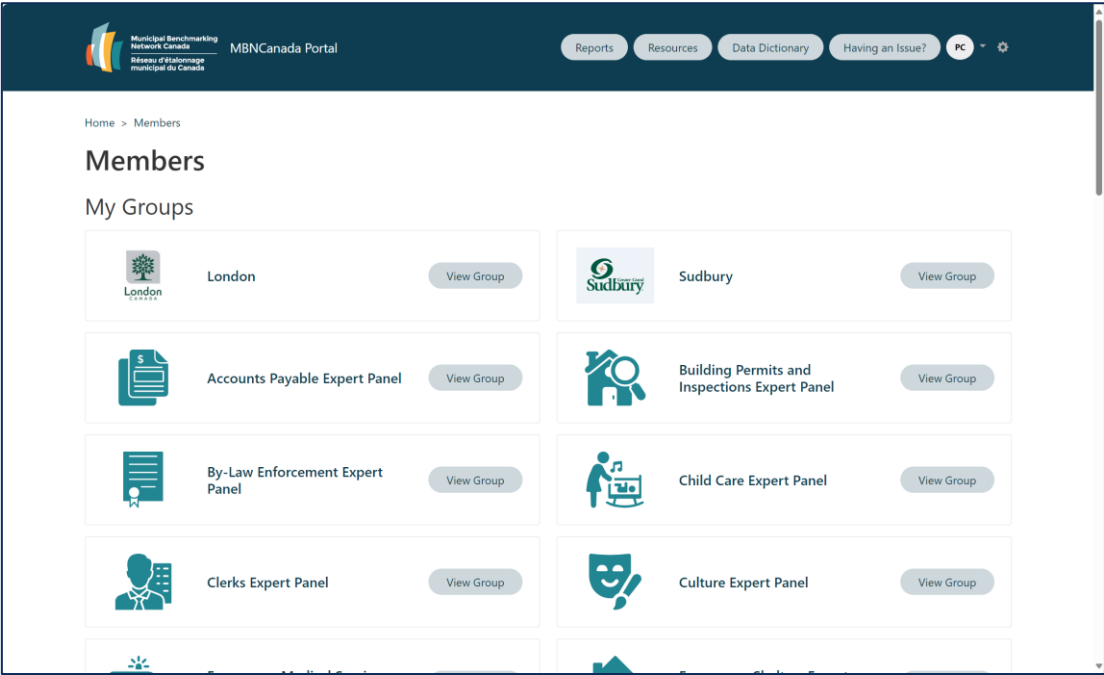


- Can be used for either member or guest accounts
- Association, board, or committee members
- Conferences

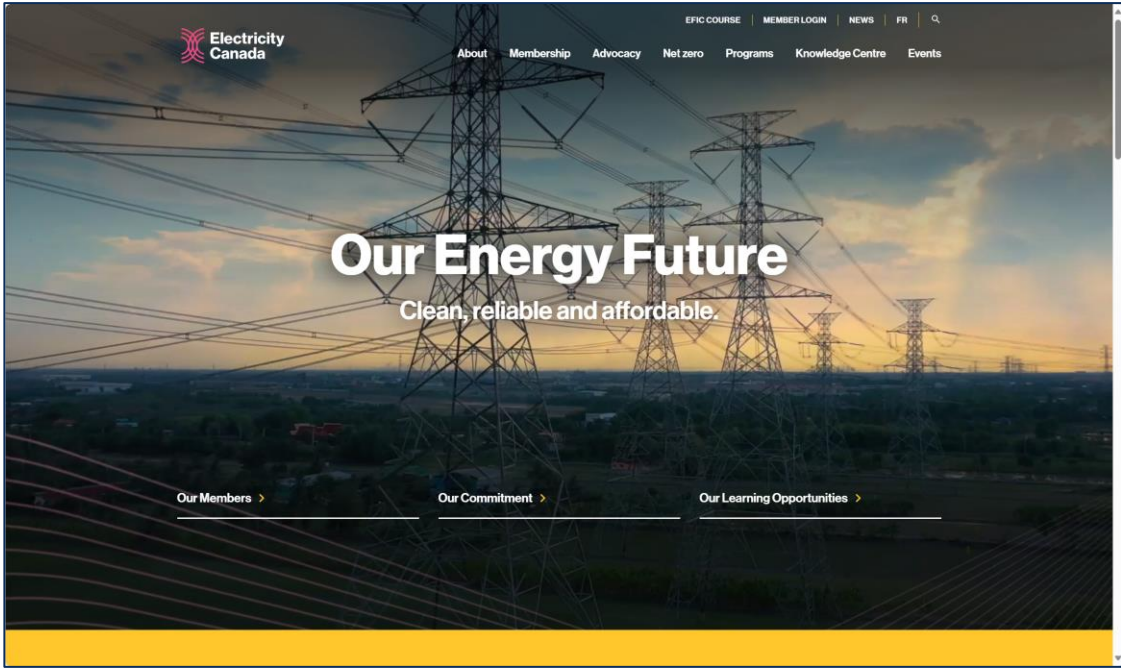
[Staff Directory | Extranet User Manager](#)



Associations



[MBNCanada](#)



[Home | Electricity Canada](#)




Self Service Profile Updates

ExtranetUserManager Home Test Ride pc ⚙️

[Home](#) > [Profile](#)

Profile Full



President
Peter Carson
Demo
Envision IT

Display my information in the Member Directory

Display my email to other members

Opt in to the newsletter

On this page

- [Profile Picture](#)
- [Personal Information](#)
- [Address Information](#)
- [About Me](#)
- [Additional Information](#)
- [Social Profiles](#)

Personal Information

First name * Last name *

Email Mobile Phone

About Me

B *i* U **A**

Testing

Address Information

Address



Key Takeaways



People are the most important source of intellectual property in your organization

Making it easy to discover and amplify employee's expertise can lead to significant value gains within your organization

A user-friendly People Search and detailed Directory fosters a connected work environment for effective collaboration and efficient knowledge transfer

People Search can be achieved with OOTB Microsoft, Open-Source Webparts, and third-party commercial products.

The quality of your People Search is directly proportionate to the quality of your data source(s).

Resources

- Nov 7 Webinar - [Building a Rich People Search with OOTB and Open-Source Components | Extranet User Manager](#)
- [Resources | Extranet User Manager](#)
- [MBNCanada Resources | Extranet User Manager](#)
- [Power BI Azure AD Users and Groups Dashboard Technical Guide | Extranet User Manager](#)
- [YannickRe/spfx-msgraph-peoplesearch: Show and search users from your organization with an SPFx web part, through Microsoft Graph. \(github.com\)](#)

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