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RunAs Radio is a weekly Internet Audio Talk Show for IT Professionals working with Microsoft products. The full range of IT topics is covered from a Microsoft-centric viewpoint.



Greg
Hughes

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Joel Oleson on SharePoint Management!
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Carl Franklin: From runasradio.com, you're listening to RunAs Radio, the weekly Internet audio talk show for IT professionals with Richard Campbell and Greg Hughes. This is Carl Franklin, introducing show #27, with guest Joel Oleson, recorded Thursday, September 27, 2007. RunAs Radio is produced each week by PWOP Productions, offering professional media and podcasting services online at pwop.com.

Richard Campbell: You are listening to RunAs Radio and I am your host, Richard Campbell, and with me as always, Greg Hughes.

Greg Hughes: Howdy everybody! How are you? Richard, how's it going with you these days?

Richard Campbell: So far so good. Of course, the fall season is upon us. I'm here, there and everywhere. Three times across the pond in two months, which is getting to be exhausting, but at least one of those trips is TechEd Europe in Barcelona.

Greg Hughes: Barcelona, Spain, yup, in November.

Richard Campbell: That's right. It's the second week of November. We're going to be there the whole time. We're doing Speaker Idol and the 64-bit Question and as many panel discussions as we can pull together.

Greg Hughes: Yup. It's going to be a whole lot of fun and a whole lot of information. The best part of it is we'll be able to bring some of that back right here to everybody that's listening.

Richard Campbell: Right, and the week before, I've now got confirmation that DevConnections in Las Vegas will be doing a RunAs Radio live there in front of an audience.

Greg Hughes: Awesome!

Richard Campbell: So, that should be interesting. I don't know who the guest is yet and since they're typically hour long presentations, I guess we're going to make two shows out of it.

Greg Hughes: Right. Well, mystery guest, mystery show, but it will be coming from Vegas, which has its own side benefits.

Richard Campbell: Its own unique appeal. We're going to be in the Mandalay Bay at DevConnections, so come and say hi.

Greg Hughes: Yup. We'd like to see you there if you're in the area.

Richard Campbell: Right. If you can't get to the shows, you can always send us an email at info@runasradio.com. Tell us how we're doing, show ideas, something you'd like to see, something you'd like to hear. We'll try to make it happen for you.

Greg Hughes: Absolutely.

Richard Campbell: Okay, Greg. Let's introduce Joel. As Senior Technical Product Manager for Microsoft Office SharePoint Server, Joel Oleson is responsible for IT Pro evangelism. His focus on ensuring the IT Pro has what they need to succeed. He has been an advocate for enterprise deployments of SharePoint speaking at SharePoint Conferences worldwide. His nearly 7 years at Microsoft and 5 years in Microsoft IT all of that time on SharePoint Products and Technologies sets him apart. He also manages a SharePoint blog at blogs.msdn.com/joelo that has often been referred to as "The SharePoint Bible" by loyal readers. Welcome, Joel.

Joel Oleson: Hey, thanks.

Richard Campbell: And you're right to spend all your time at Microsoft on SharePoint, that's very unusual.

Greg Hughes: Especially that many years.

Joel Oleson: Yeah, in different capacities and different positions.

Richard Campbell: So, you actually worked in the IT group, the guys who run the gear for Microsoft?

Joel Oleson: You got it. I was actually hired about seven years ago to take some data on a desktop and the product team prior to beta 1, the product representative saying, "Hey, we want IT to



host this app." I was hired to take that goo and put it on a server in the data center.

Richard Campbell: So, really, you were the first SharePoint deployment.

Joel Oleson: Yup. I was operation guy number 1.

Richard Campbell: Oh, man.

Greg Hughes: Well, Joel, I can really relate. In my previous job, I took SharePoint 2001 pre-release in beta. I was part of that beta program and I actually rolled it out initially as, believe it or not, an extranet site and did some intranet stuff with it and I have been working with SharePoint ever since. It's a pretty amazing platform and it's really come a long way.

Joel Oleson: It really has come a long way. It's just amazing, just how the scope is so huge. Everybody is very excited about SharePoint.

Greg Hughes: Part of that huge scope can be kind of frustrating I think for people at times. It's hard to get your head around it, it's hard to get your hands around it, and from an organizational standpoint, especially with the change of Business Intelligence, SharePoint really is, fundamentally a platform that you can add things to and build upon. Maybe you could touch on that and I think it might be really good to maybe have a conversation about what does an organization need to be keeping in mind and thinking about before they start worrying about the technology side of things. I know that I have seen and I'd like to have your thoughts on this that if you don't do this right, it can be a muddy pit. It can be very difficult, not just with SharePoint, with information systems in general.

Joel Oleson: Yeah. I think it is good for a business to have a goal in mind. You need to have a vision, some kind of mission statement about what are you going to do with this web platform. It's really a business platform that can enable all sorts of cool things. We cannot even tell you all of these case scenarios for what you can do with this platform, but we have kind of outlined things like ECM and what content management, using it for your intranet, blogs, wikis, team collaboration. I mean it's this massive platform even before you get into BI and scorecards

and project server and performance point, these other things you can really build on top of this. There are so many things you can do with it, but it is definitely important for an organization to have in mind what are we trying to accomplish here? What does success look like with this platform? Where have we been with our intranet? Where have we been with document management and collaboration? What do we want to accomplish? Are we using this thing for search? Are we using it for *collab*? What is our goal and where do we want to take this?

Richard Campbell: I guess there are so many choices of the way you want to use SharePoint. Greg has already brought the fact that it's one thing for it to be an internal storer of Office documents. It's another thing when you start exposing pieces of that to the world whether securely through something *extranet-y* or flat out public sites and I think about Hawaiian Airlines when I talk about public SharePoint sites.

Greg Hughes: Yeah.

Joel Oleson: Yeah. It's an awesome case study. I mean it looks really cool, but also it's very functional. You can see how they are leveraging the publishing capabilities and it's a very functional, easy-to-use, doesn't look like a SharePoint obviously site. You can see just the power of a platform when somebody knows what they're doing.

Greg Hughes: What are the most common use cases now? SharePoint, like we mentioned before, certainly has changed over time. A lot of the things that I have noticed are a lot new functionality, but really on the backend kind of expanded the ability to use it on the Internet or an extranet as well as intranet. So, in today's Office SharePoint Server world, with the new naming and everything, what are the big chunks of functionality? What can I use this for? What's the strong suit if you will?

Joel Oleson: Yeah, yeah. Let me start off with Windows SharePoint Services as the platform, that you can build applications on top of. Starting with that and that's definitely the most solid piece and the piece that just scales super well and traditionally has been the place where teams can use it to collaborate. That piece is so rich and it's so solid that sharing files, team calendaring, the new blog and wiki functionality, these team sites and all the functional templates, the



feature activation and the security and authentication, it's just built-in and it's very solid.

Greg Hughes: Is it all still part of the Windows SKU?

Joel Oleson: Yeah. It's a feature of Windows. You can install the code right in, download it, and install it right on top of Windows, but yeah it's a feature of Windows.

Greg Hughes: Gotcha.

Joel Oleson: Yeah, Windows technology in a sense.

Richard Campbell: The other thing that I've heard over and over again about SharePoint is it's a virus that this thing just gets away in so many enterprises. It's too easy to install and anybody could do it and they do. Is this how most companies end up in SharePoint? That the people just deploy it and then IT has to rein it in?

Joel Oleson: I definitely wouldn't call it a virus. I would say that in companies that have been hardnosed or don't have solutions that allow people to share files and have locked down interfaces that would support the ability for people to share information -- people are starving and they're looking for this type of functionality and Windows SharePoint Services is easy to install. It is easy to configure and get up and running. So, here are these people that need this functionality and they've got a server down the hall or they've got server installed that obviously requires Windows Server, so if random people have random server anyway, then that might be a problem in your organization as far as that goes. It's an organic adoption, but what's the best way to deal with something like that? Hey, if IT had an offering to support kind of hosted SharePoint site, none of that would ever need to happen.

Richard Campbell: Right, it would actually be easier for people to go to IT to get their site than it would be to set it up themselves.

Joel Oleson: That's right and people would very, very quickly learn that that's the situation is "Hey, there's a place where we can do this. We're not going to have to deal with how do we back this data up and is it secure and all this kind of stuff." If you

know IT is hosting it, there's a comfort level. That's where you can build SLAs and really make this business succeed.

Greg Hughes: Well, a lot of the self-service capability that is built into the SharePoint technologies can really help IT to minimize the management impact. I guess in a way, that self-service, if somebody is setting it up on a machine under their desk is what an IT might call a *rogue application server* if you will, that could work against you, but those same tools really can help make this a strong enabling application that IT can keep their hands on without maybe having to hire a whole separate staff.

Joel Oleson: Yeah. There's been some disservice in the past calling this a departmental app, which as a result departments are figuring this thing out. If they would have said, "Hey, this is *Enterprise App*. Let's have central IT host this thing for all our departments," that's where you really get the economy of the scale. It's kind of have been "hey, everybody department can go figure out what they want to do in this space" and that's where there's been various solutions and competing technologies and no standards in this space.

Greg Hughes: Right.

Joel Oleson: But now, kind of coming around, they're saying, "Oh, well, maybe we should have done something in this space and now it's out of control. We got to do something."

Greg Hughes: I can very easily and quickly install this and bring it up. The technology part of things is really pretty simple and it's pretty self-containing. It kind of drives itself, set it up, and then you can kind of build from there. What are the mistakes that organizations make before they install it or at the time they're installing it? I guess what I'm asking is how do people do this wrong.

Joel Oleson: Yeah. The mistakes that are made in this space are where the business doesn't come to the table with IT. There's a request to IT, "Hey, we need a SharePoint server," and that's where the conversation ends, somebody's going off and buying a server and installing either Windows SharePoint Services or Office SharePoint Server Standard Edition, and then they later find out, "You know what? Maybe we should have told IT that we



want it high availability or maybe we should have told them that we want daily backups."

Richard Campbell: Maybe we should have.

Joel Oleson: Maybe we should have, yeah. Exactly.

Richard Campbell: We find out that yeah, we really do need that backup right when we find it isn't backed up.

Joel Oleson: And they think, "Oh, you know, it's one team or one department is requesting this," and then they quickly find out, "Oh, well, half the company is using this. Maybe we should have enabled self-service creation for just our helpdesk or had a support group that was setup to be able to support the load and building computer-based training or putting our administrators through training so they know what they're doing when they actually installed and configured it." By the way, knowing that there are actually configuration options on how to configure it so they can get the best out of it.

Greg Hughes: I've heard organizations tell me when I have spoken to them about our SharePoint rollouts that I have done with my teams and this is the business side of the organization, the users if you will, the customers of a SharePoint system saying, "Oh, but IT is a bottleneck. If I give it to the IT department, then nothing will ever get done because they don't have enough people and I'll spend so much time waiting, it won't be worth it anymore." What IT organizations then need to come to realize is that they can give up a little bit of that control, but do so in a way that allows them to still have the proper controls if you will on a system, leveraging the technology that's built right into the product.

Joel Oleson: You got it. You nailed it on the head. I think the way I've kind of been articulating this is there's something that needs to be provided where there are low barriers to entry where IT is in control, there's governance in place, there are policies for security and information security for this ad hoc, grounds up platform. Now, there is a need for the top down, the central portal enterprise search, departmental spaces for things like finance where they can do their BI and their scorecard and HR can do with publishing for the handbook and all these traditional things you would find on the intranet.

There's a balance between the "let's super *taxonomize* this thing" and "let's build this hierarchical structure," but you know what? There are some grounds-up stuff that needs to happen. Templates are great. It's going to help them be very quick to build off and share files and share information, but that can't be when I add a file, I've got to wait for two days before it shows up and before it gets approved as something that when I'm trying to share a file with somebody else and draft is what they need to see, those barriers have got to be pretty low. It's being able to just share that information, be very quick, really enable those businesses to be agile.

Greg Hughes: Sure, you bet.

Joel Oleson: So, it's kind of finding a balance between that top down and the bottoms up. One thing I wanted to get out is as IT, it's how do we host this platform for the ad hoc team sites, the ad hoc site collection hosting as a commodity. Think about it as how do we host mailboxes? If every department try to host mailboxes, it could be a really tough thing for a company, but then there's the central portal and the departmental portal. This is another way that IT can actually enable departments for hosting these applications that might be built on top of SharePoint. Sometimes they got to think about these things in two different spaces. They don't necessarily have to try and fulfill both of those needs all with one single web application.

Greg Hughes: You know one thing? You mentioned the top down requirements and the bottom up requirements. In an organization, say a medium-sized or a large-sized even maybe a smaller corporation, in your experience, what are the real requirements. Is a sponsorship at an executive level an important thing to have? Is this something that you see is successfully being driven just out of IT? What in your experience is the picture of a successful overall SharePoint implementation or project if you will?

Joel Oleson: Yeah. Definitely, it is having a mission, a vision statement and by having somebody at the CxO level that cares both about the top down deployment and IT has a budget for hosting this cross-company, cross-departmental commodity hosting of SharePoint site, that's really what's going to make you successful.



Richard Campbell: Are we really describing lowering the barrier of creating SharePoint sites to the point where it's an email and the site is up?

Greg Hughes: Or even less.

Joel Oleson: Right. There's a web form you fill out and the business with IT can decide what are the things we capture when a site is created and ultimately who holds the key as to say, "Yup, that's got business justification. Let's let this go." That needs to be a very quick turnaround. In some companies, if it's sites for nurses in a hospital, maybe there does need to be somebody in the helpdesk that looks through it and says, "Yup, this is good. Let's let this thing go out because we want to minimize the number of these sites that are being created," but in an IT-focused company where things are very agile, lots of projects are happening, "Hey, let's let the project managers provision these sites very quickly. This guy is in the project management group. Let's let this band of roles or groups inside the company being able to provision sites for them." Maybe it's not manufacturing plans and those types of employees need to be able to create sites, but it's those information workers that are primarily working in an office on an hourly basis, those people need to be able to share that information. There may be knowledge repositories where things end up and are shared broadly, but there's a place where those drafts need to be happening and people sharing that information on a much more agile, ad hoc basis.

Greg Hughes: Yeah, the power of real-time ad hoc collaboration has proven itself to be really just a great value. My experience, just to do a brief one, maybe you can comment on it, is in one example we actually did an administrator and contributor training. It's a relatively short training, but we train individuals throughout the company who are in those business roles like project managers as you mentioned, but people who really know what the content is and how it needs to be managed, the IT organization doesn't necessarily know what the business requirements are for a particular software project or manufacturing project, so we enabled those people, gave them the proper amount of information and training to be able to create ad hoc sites and sort of establish a set of best practices and included that in the training and we had pretty good success with that. Is that kind of what you're talking about?

Joel Oleson: Oh yeah. In fact, training is definitely a keyword to "let's train the business on what this application and the possibilities are. Let's train our site collection administrators as to how do I manage the permission so that the information policies and practices that you have on these spaces are well understood." Having them even check the box or reading the information, training them is definitely key, but you've got your IT pros who are managing these machines. There are some great administrator trainings out there, the IT pro-focused training. There are even certifications that people can say that, "You know what? I really do know Windows SharePoint Services or Office SharePoint Server because I'm certified in it."

Greg Hughes: Sure.

Joel Oleson: That means a lot that you're certified with these technologies. It's something that a business can be proud of that "hey, our administrators are certified." There's even developer training and certification. So, people can really prove that they know what they're doing and it's something that can help advance their careers as well as prove back to the business that these people really do know what they're doing and they're people we can trust with our SharePoint environment.

Richard Campbell: In the end, a SharePoint site is always about content and you never know when you set up a site whether that content is really going to take off or not. So, I got to think there's a certain amount of throwing things at the wall and seeing if they stick and the consequence of that has got to be some cleanup as well. When they don't stick, you got to make those sites go away. So, it can't be just enough to create them. How do you clean them up?

Greg Hughes: A lot of that kind of goes into the taxonomy discussion. I mean you don't want to over taxonomize, I like your word there, by the way, but maybe you could talk a little bit about what does taxonomy mean in the context of our conversation. What do people need to be thinking about and how far is too far?

Joel Oleson: Managing a life-cycle of information and having policies that you can destroy something when it's no longer needed or "hey, the project's done, how do we archive our information?" having those policies upfront and actually



empowering IT to really being able to manage the sites throughout their life cycle, you don't need to have to do a lot of hands-on. In fact, one of the sites that we'll include with this information, codeplex.com/governance, there's a life cycle management tool that Microsoft IT had built that they've shared on CodePlex that allows you to configure and say, "If the site hasn't been used for so many days, then I want the administrator or owner of the site to be notified and then they can confirm they're using it or delete it." If they simply ignore those mails, then that site will be locked, backed up, and eventually deleted. You can configure all those time periods throughout that life cycle, but what that does is sites that are no longer being used, they are not going to cloud up your search results and that information as sites become irrelevant and unused, that data can be flushed off and archived, but easily retrieved if it's needed.

Greg Hughes: So, sort of an ability to sort of customize what I want my decommissioning process to look like and when that should happen, another good example of things that have grown in SharePoint over time.

Joel Oleson: Yeah and even within the product itself, there's ability to do that to some level, any site that's provisioned after so much time, paying the owner, have them confirm or delete, and then after so many notifications, delete it if they haven't confirmed it. The other aspect to that kind of management of sites and life cycles is there are actually features right in the product for doing that at the document level and those features aren't turned on by people. There are information policies, expiration. It require somebody to trade a workflow and say, "Hey, this is when I want the content to expire or for people to be notified." Microsoft doesn't know what your rules should be for your content, so you've really got to establish that.

Greg Hughes: Therefore, it doesn't assume, but it gives you the tools that you need.

Joel Oleson: Yeah.

Richard Campbell: And you've got to go with the safe policy of delete nothing, at least in the beginning, but that's not actually a good policy in the long term.

Joel Oleson: That's right.

Richard Campbell: I start to see an infrastructure here that's very supportive of *fixturization* sites then that you literally create a SharePoint site around a given project that has a distinct beginning and end and then that just gets archived away.

Joel Oleson: Exactly. A lot of times, there will be a project where it really produces some content. That content can then be merged in with the group site or the team site that then lives on, but that project site that produced a bunch of content, it's no longer applicable because the important documents have been produced. Now, that other site can be removed or archived off.

Richard Campbell: It seems like a clean way to deal with things like third party vendors around an event knowing that once I roll that site up, I've closed off that channel of access to the system.

Joel Oleson: Yeah.

Richard Campbell: So, it's a t codeplex.com/governance. It looks like a raft of tools here both for 2007 and 2003.

Joel Oleson: Yeah. What I tried to do with that CodePlex site is really aggregate what we had on GOT.NET in the 2003 timeframe, but even in the 2007 timeframe it's "let's take what the best of what IT is using and in their environment whether it's capture sites that are being deleted, make sure they get backed up, so you're not having to go back and restore large databases," the site delete capture and the life cycle tool. There's a lot of good information. There's more even coming, but just making it easy for people to manage SharePoint in its life cycle and making relevant information and those support processes just become easier and easier.

Richard Campbell: And I see the CodePlex site does link back to TechNet to dive into more data about governance with SharePoint 2007.

Joel Oleson: That's where I would actually encourage people to go to as there's a wealth of whitepapers on successful deployment and hierarchies in SharePoint Server. The controls in Windows SharePoint Services around governance on that governance landing page, that's linked right from the top of that CodePlex workspace.



Greg Hughes: You mentioned just a moment ago, you opened the door a little bit, so I'll walk through it. I don't want you to share anything that you can't, but you used the word future. What can we expect or what shall we be anticipating in the future in the land of SharePoint?

Joel Oleson: Well, let me tell you. I've been working with the Solution Accelerator team on tools for the same version. We're working on capacity planning tool. We're working on a tool for discovery. You talked about rogue deployments. Well, this discovery tool will help you clearly identify what are the SharePoint deployments that are out there that are maybe under somebody's desk or some departmental deployments who knows if it's being backed up or not, but it helps you identify what's out there and guidance on consolidating and merging and building those successful consolidated managed deployments including a MOM pack or the new Operations Manager.

Richard Campbell: Yay!

Joel Oleson: Yeah.

Richard Campbell: I'm just glad to see MOM spreading beyond Exchange and Active Directory.

Joel Oleson: Definitely. SharePoint has had MOM packs in the past. The difference you'll see with this latest one is you'll actually see the Help models are much more advanced than in the past and a really, really functional MOM pack with a lot of the kind of intelligence you would expect.

Richard Campbell: Yeah, you know, you get that from guys who've actually had to live with keeping SharePoint functional for a long time and knowing what to watch for.

Joel Oleson: That's right. It's not just surfacing events. It's more about getting of that intelligence you really need to be able to model your Help and understand where these systems are going, kind of managing your growth.

Greg Hughes: We've seen more and more intelligence capabilities expanded and really seeing SharePoint as a platform to add upon and to build

upon over the years. It will be exciting to see what happens next.

Joel Oleson: Such a rich business platform. The capabilities are just limitless it seems like.

Greg Hughes: Back to the taxonomy point again, I think that that's a term that people hear and they're really just not quite sure what we're talking about. Can you dive into that for us and maybe give us a little schooling here on what is taxonomy and why is it important?

Joel Oleson: Yeah. Let me take a step back and tell you a little about document management capabilities. A lot of people have found that, yeah, SharePoint as a collaboration platform is very rich, but document management, records management capabilities are really built into this version of the product and just are very solid. Being able to get forced checkouts, being able to enforce workflows and business process management capabilities right in your document libraries, those information policies I talked about a little bit earlier about having expiration, barcodes, labels, very rich document library type capabilities, but on the taxonomy side there's this concept of a content type. A content type allows you to identify a template, a workflow, information policies associated with a certain type of content. It's not necessarily talking about a document type, but you can have multiple documents that each have associated workflows, associated taxonomies associated with them meaning like columns where this metadata needs to be filled out when a document is added and there is better together scenario with Office itself. When you use Office with SharePoint, you get this document information panel when you're interacting with a SharePoint list, which will surface that metadata. So, when you're working with documents, you're categorizing information within those documents, surface right where it's very easy to require and populate fields in documents, a very, very rich experience.

Greg Hughes: Formalizing taxonomy, maybe this is another place where having that, as you characterized it, CxO or some kind of executive level sponsorship or at least some way to reach across the organization can be really beneficial, taxonomy is really about what are the standards that I'm putting around my deployment and how am I going to organize it.



Joel Oleson: Yeah. How do I organize data by building a hierarchy for my site? Is all the collaboration in one area? Is search making all this data different or relevant? I mean ranking in relevancy even on search where you can manage the properties that are gathered on documents that aren't even indexable, you can still gather that metadata and have those fields be indexable.

Greg Hughes: Doing taxonomy well can substantially enhance or drive the usability of the system down the road I would imagine.

Joel Oleson: That's right. Focusing on ease of use is something that doesn't just happen at the beginning of a deployment. It's something that needs to be revisited over and over again. Optimizing your deployment, understanding what is working, what isn't working, and really being able to make changes to your deployment to address those usability needs for your users, a lot of that time is figuring out is our taxonomy, is our directory or the browsing itself working. Is it easy to use? Is the navigation with the breadcrumbs and whether it's side navigation or top navigation or tree controls, whatever they happen to be, there are a lot of options. A lot of this is just working with your users to see what's working for them.

Greg Hughes: Some taxonomy or some of the navigation of the visual things you can change. I think it's safe to say, correct me if I'm wrong, that there are certain aspects of taxonomy that do have to be thought out ahead of time even if it's just keeping it broad and flexible upfront because there are some stuff that really once you've started and you've started publishing and you have content that's out there, it's pretty difficult to actually make changes at that point.

Joel Oleson: This is where that KISS principle or the Keep It Simple principle works well. When you're trying to share information, it might get easy for people to access that information, keeping it simple is definitely very important. Making it easy for people to retrieve information or to upload information, finding information whether it's from search or whether they're browsing, those properties become very important in a knowledge repository.

Greg Hughes: It kind of takes us back to your "don't over taxonomize" comment.

Joel Oleson: Yeah. There is definitely a place for required properties and structure around information. We're talking about those records repositories or those knowledge repositories where somebody adds a document, it's got to go through an approval process and a workflow. When it's fully published, you want all that metadata there so it can be easily discovered and easy to reuse that information.

Richard Campbell: It strikes me that the real power of taxonomy comes after the document is created where it increases in searchability and identifiability and controllability.

Joel Oleson: IT can't solve those taxonomy issues for you. You really need somebody who understands your business, who understands those processes and when you're trying to share information cross department, that's where keeping it simple can really promote collaboration across departments.

Richard Campbell: Taxonomy sounds like something for IT, but it's really a content issue and the content people have to drive it.

Joel Oleson: Yeah, I think you nailed that well. Having an information architect when you're going through some of these things can really be helpful, but a lot of the times the knowledge is in the head of somebody in your business and it may take somebody technical working with that person to build out the taxonomy or building out properties, building out this knowledge that needs to be captured when information is added, creating those content types, kind of merging together these two different fields.

Richard Campbell: All right. The blog is blogs.msdn.com/joelo, apparently, "The SharePoint Bible" and taking a poke through it, I have to agree. It's a lot of core information for an IT professional to try to take care of a SharePoint site. Joel Oleson.

Greg Hughes: Thanks Joel.

Richard Campbell: Thank you so much for your time. We appreciate it.

Joel Oleson: Thanks a lot. Let me give you one more. The team blog where anything that gets released, we push through our team blog. That's



blogs.msdn.com/sharepoint and everybody who is a SharePoint administrator or developer or you're involved in the deployment in some way, you should be subscribing to that RSS feed.

Greg Hughes: Excellent.

Richard Campbell: Yeah, take the tip of SharePoint is a product inside of Microsoft too. This is information for people who are genuinely using the product. I think that makes a big difference for us out in the world trying to understand the right way to take advantage of it.

Joel Oleson: Hey, thanks a lot of your time, guys. I really enjoyed it.

Greg Hughes: Thanks a lot, Joel.

Richard Campbell: Thanks Joel and we'll talk to you next week on RunAs Radio.