



## Assembling an Intranet Project Team

This article outlines the typical roles required of an Intranet management team when onboarding.

Often, project roles overlap, or your team is small, so individuals are wearing many hats.

Your Claromentis onboarding team will work with you throughout the process. Read more about the expectations for your team in this period.

### Project/Intranet Manager

The project/intranet manager acts as the main point of contact for both their internal intranet team and Claromentis' onboarding team. Effectively liaising with team members from both teams to ensure tasks are fulfilled promptly, whilst successfully progressing the project. Important tasks will involve working across departments to schedule meetings, carrying out work from the onboarding calls, building the site, and working to evolve the intranet's vision and strategy.

### Intranet Administrators

Intranet administrators should be the most trained personnel in Claromentis. They will make decisions that will have an organisational-wide impact on end-users and run the Intranet day-to-day. These decisions will involve the configuration of the intranet's permission system; essentially, determining what each user or group will be able to see and do on their intranet. All content needs to be set up and overseen by administrators, e.g., document folder structures, news channels, pages, buttons, policies, etc

### Technical Project Members

For clients who have chosen the on premise hosting, a team member situated within the IT department is most often required. Typical areas they'll play either an active or advisory role include the installation of the intranet software and any potential user sync or Single Sign-On set-up. For SaaS clients, the technical member's role will be minimal regarding installation as this will be implemented by Claromentis' support team, but they will need to get up to speed on how to use the tools purchased and confidently manage them over time, e.g. the LDAP tool, User sync module, loginhandler module (SSO).

### Intranet Content Champions

With the adoption of a decentralised content creation approach, a team member from each department or business unit is assigned the role of 'content champion'. Tasked with sourcing, creating and distributing content on the intranet through various applications, content champions play an important role in the ongoing intranet's maintenance. Pre-launch activities will include attending specific content creation training and completing the initial content population. We have courses on our content creation offerings that we recommend any content champions undertake.

### Marketing/Branding/Design Project Members

The Design panel allows you to make changes to the interface to suit your company branding. A team member with a good understanding of design principles and access to the company's graphic assets will be valuable to make sure the intranet is user-friendly and on-brand. They can liaise with

Intranet administrators to make the changes or be given admin access to the design application so they can make updates over time themselves.

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