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### THE EXPLORATION AND PRODUCTION ENTERPRISE PORTAL OF THE ROYAL DUTCH/SHELL GROUP

Reference No.	904-068-1
Teaching Note	904-068-8 (11pp)
Author	<a href="#">Pijpers, G</a> Tias Business School B.V. <a href="#">Jelassi, T</a> ENPC School of International Management
Setting	Worldwide; Oil and gas; 85,000 employees; 2001-2004
Topic	<a href="#">Enterprise portal</a> ; <a href="#">Collaboration</a> ; <a href="#">Internet</a> ; <a href="#">Employee portal</a> ; <a href="#">Knowledge management</a> ; <a href="#">Pilot portal</a>
Year	2004
Pages	21 pp
Source	FIELD
Product Type	CASE
Abstract	<p>Within the Royal Dutch/Shell Group organisation, the exploration and production (EP) business is becoming an increasingly knowledge-driven activity. Information and knowledge management constitute a core element of the corporate strategy. Several portal initiatives are being implemented. One of these portals, coined EP-one, is aimed at improving collaboration across the whole organisation. The case's time-frame is early 2004 and it investigates the design and implementation of the EP- one portal. The case describes the pilot portal project, which was launched in 2001, and its results within the R&amp;D (research and development) activity of <b>Shell</b> EP. The pilot project revealed the critical importance of clearly and thoroughly defining users' functional requirements on the Internet. It also showed how different metrics were used to measure a portal's success. The case also highlights areas where EP-one use can be extended. The case concludes with a future outlook for the applicability of portal technology at <b>Shell</b>.</p>



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