

Intranet Maintenance Checklist

An intranet remains a valuable "source of truth" only if it is reliable. Use this schedule to manage long-term health and structural clarity.

Every month (30-60 Minutes)

- Archive any expired news items and unpublish announcements that are no longer relevant.
- Identify posts with high engagement to inform future communication strategies.
- Respond to all unanswered questions or comments to foster active participation.
- Moderate ongoing discussions and monitor for any negative sentiment.
- Verify that links to important external tools and documents are still functional.
- Ensure the documents on the most important pages are kept up to date.

Every quarter (1-2 Hours)

- Analyze content performance, including views and reactions, to inform future topics.
- Audit page traffic to identify and resolve pages with low traffic or those that are difficult to find.
- Recognize "power users" and active editors within the intranet.
- Assign new editors or admins to neglected pages or topics.
- Merge duplicate content and simplify the navigation architecture.
- Archive communities that have been inactive for more than six months.
- Appoint managers for active communities that lack oversight.

Every year (2-3 Hours)

- Audit core content, such as HR, onboarding, and process documentation, to ensure 100% accuracy.
- Evaluate homepage widgets and navigation elements to confirm their relevance.
- Gather user feedback through surveys or interviews to identify navigation pain points.
- Adjust the intranet structure and content based on employee feedback.
- Align clean-up efforts with internal legal or data retention policies.