


**SUNGARD  
SUMMIT 2010**  
Today's Priorities. Tomorrow's Possibilities.

## Portals: An Antidote to IT Invisibility

Presented by: Rick Bunt, Monisha Shukla and Simone Knapp  
University of Saskatchewan  
April 13, 2010  
Session ID: 1101

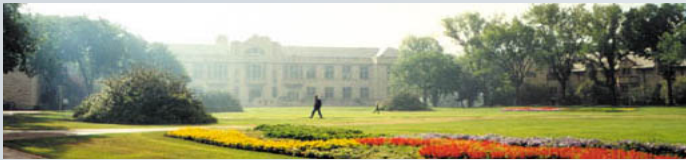


UNIVERSITY OF  
SASKATCHEWAN


# Portals: An Antidote to IT Invisibility

**Rick Bunt**      **Monisha Shukla**      **Simone Knapp**  
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***“If we’re doing a good job IT should be invisible”***

*Is invisibility all that it’s cracked up to be?*

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## **Why might we want to be invisible?**

- Best to stay under the radar.
- They can’t hit what they can’t see.



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## What's wrong with being invisible?

- “Out of sight, out of mind” doesn't work at budget time.
- Squeaky wheel gets the grease.
- Success goes unnoticed.
- No appreciation of the challenges we face.
- We don't build a base of supporters.

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## Outline of our presentation

- Challenges for campus IT
- Overview of our portal project
- Portals as an antidote to invisibility

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# Our challenges are truly mythical in their scale

Central IT sails the dangerous waters of campus culture — battling storms, monsters, temptation — to bring new technology to our colleagues.



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## Storms:

The sea god Poseidon lashes the sea into a storm with his trident ...



- Storms of mistrust:  
Some of our colleagues mistrust technology and those who provide it.

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## Monsters:

Scylla the 6-headed monster that's hard to kill ...

- IT's credibility damaged by experiences with unsuccessful technology projects in the past.



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## Other Dangers:

Charybdis swallows the sea in a whirlpool ...



- Scope explosion can suck projects into the abyss.

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**And sweet singing sirens lure sailors to their doom ...**

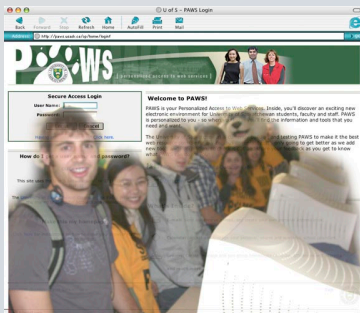


- Sound like vendor promises?

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**In 2003 we began a project to build a campus-wide portal (PAWS).**



More than a technical project

- We had non-technical issues to address as well.

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## Our “aha” moment



- Implementing technology is a social exercise as much as a technical one.
  - Campus-wide IT projects are community projects.
- Communities share common interests, common goals, a common purpose.

# Working together to achieve a common goal

- For our portal project we adopted a new model
- Co-development
  - Local unit develops the application, central IT integrates
  - Highly successful approach



# Some of our co-developers

## Colleges and Schools

The screenshot displays the Edwards School of Business website interface. At the top, there are navigation tabs for 'All Users Sample', 'Staff', 'Tutorial', 'Faculty Sample', 'Arts & Science', and 'Employee Sample'. The date 'February 13, 2007' is shown in the top right corner. Below the navigation, there are several content sections:

- Student Advising**: Includes 'Spring Advising' with a link to 'Important information about Spring Academic'.
- Announcements & Important Dates**: Features 'Announcements: A sample announcement for everyone'.
- Search AAS College Directory**: A search box with 'Look for:' and a 'Find!' button.
- ESB Notices**: Contains a 'Real Time View of Computer Labs' announcement stating that students can now check the availability of computers and labs online.
- Edwards School of Business News**: Lists recent events such as the 'ESB Awards Ceremony (11-27-2006)', 'ESB to host Western Canada's Largest Business Competition (08-23-2006)', and 'ESB Students volunteer their time to prepare tax returns (04-07-2006)'.
- ESB Contact Information**: Provides details for the 'Undergraduate Programs Office' and 'ESB Computer Support'.
- Edwards School of Business Events**: A calendar-style list of events including 'MBA Executive Dialogue Series', 'IMBC Luncheon', 'CMA Halfway Visit', 'NSBA Luncheon', 'SABIP Luncheon Meeting (Feb 17)', 'Careers in Law Panel', 'Working in Canada', 'CMA Information Session', and 'Deadline for Competition Entrance Awards'.
- ESB Printing Information**: A section for network services with a login form for 'Username' and 'Password'.
- My ESB Files**: Shows links to 'Online H Drive' and 'Online X Drive'.
- ESB Resources and Links**: Lists various resources like 'Class Pages (Blackboard)', 'ESB Technical Support', 'U of S Wireless Information', 'Student Clubs', 'ESB Undergraduate Program Information', and 'Goodspeed Career Services'. It also includes social media links for Facebook, YouTube, and Twitter.



# Some of our co-developers

## Student & Enrolment Services

**Employment and Career Events at the SECC**

The following **Student Employment and Career Centre (SECC)** events are scheduled for the next seven weeks. For more information about any of these services, simply **contact the SECC**.

- Career Counselling
- Employer Information Sessions

Companies recruiting U of S students host information sessions to talk to targeted audiences about the opportunities they have to offer. This is a great opportunity for you to learn more about specific organizations and their needs.

- Working in Canada  
**Thu Feb 11 2010**  
Register for this session at <https://secd.usask.ca/students/register/193>
- Loblaw Companies Limited  
**Thu Feb 11 2010**  
Register for this session at <https://secd.usask.ca/>

- Interview Assistance
- Career Assessment Workshops
- QuickTalks
- Special Events

**DSS Exam Accommodation Service**

The Exam Accommodation Program assists students who require exam support. This service is only available to students authorized by DSS. For more information, contact [dsssexams@usask.ca](mailto:dsssexams@usask.ca) or visit the Exam Accommodation Program information page.

- Exam Accommodation Program (EAP) Needs Assessment
- The Deferred Final Exam Schedule is UPI
- Laptops and open book exams
- DSS Exam Policies
- Deadlines for requesting exam accommodations

**Your exam accommodations**

Click the class name(s) below for more exam accommodation details.

Course	Date/Time	Status
COMM 342 (03A)	October 22, 2009 4:00 PM	Scheduled
COMM 352 (01)	December 07, 2009 2:00 PM	Submitted

**Before registering for exam accommodations**

- keep exam deadlines in mind
- remember that DSS cannot change exam dates or times without the instructor's permission; if you require a change, talk to your instructor before submitting the form
- confirm the duration of your exam (not all exams take the entire class time)
- make a note in the exam form's note box, to let us know any additional information

**Make your request using the exam accommodation form**

**Graduation Status**

Your application to graduate has been received. All students who have applied for graduation will be contacted. Only students who are eligible to graduate will be notified.

**Note:** Some colleges are unable to notify students of concerns.

**Convocation and Graduation**  
Access general information about ceremonies, outstanding fees, transcripts, returning to the U of S, degrees in absentia, the diploma framing service and more.

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# Some of our co-developers

## Financial Services Human Resources Library Alumni Affairs

**My Pay Information**

To enhance privacy, the contents of this channel are not displayed at this time. Please click here to view the channel and its contents securely.

**My Pension Information**

**View more detail on your pension plan.**

**Pensions Office**  
Find detailed information on the University of Saskatchewan's pension plans, business hours, contacts and other pension-related information.

**Human Resources**  
Find detailed benefits information and other HR resources.

**My Professional Funds**


Below are the balances of your Professional Funds. To view transaction history, click on the number below.

**Name:** Richard Bunt      **Vendor ID (BID):** 1

**Alumni Store**


Shop online!  
Purchase U of S Degree Frames, U of S and Huskie clothing

**U of S Degree Frames:**  
protecting one of your greatest investments.



Pre-order your degree frame to avoid line-up at Convocation!

**Convocation Flowers:**  
providing quality flowers for 10 years.



Browse their site for product information or pre-order flowers for your friend or special someone on his or her graduation day.

[Library Account Details](#)

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## Why is co-development effective?

- Offers everyone on campus a voice.
- Captures ideas from the broad campus community.
- Provides local units the opportunity for business-specific, value-added applications and content.



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## Why is co-development effective?

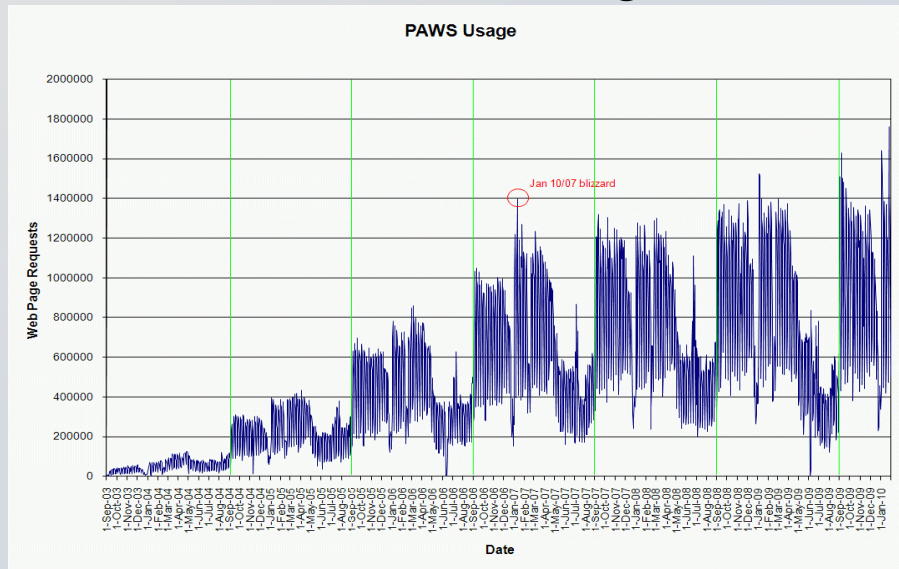
- A deeper sense of ownership and engagement in the project and its outcomes.
- Improved standardization and campus-wide acceptance.
- Frees up central resources.
- We share success.



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# Growth in Usage



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## Why is a portal an effective antidote to IT invisibility?



- Central IT works hand-in-hand with service providers in developing and deploying their applications.
- Clear delineation of roles.
  - Local unit responsible for the service, central IT responsible for the delivery.
- Provides a mutual sense of accomplishment.

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## How has our portal made us (central IT) visible?

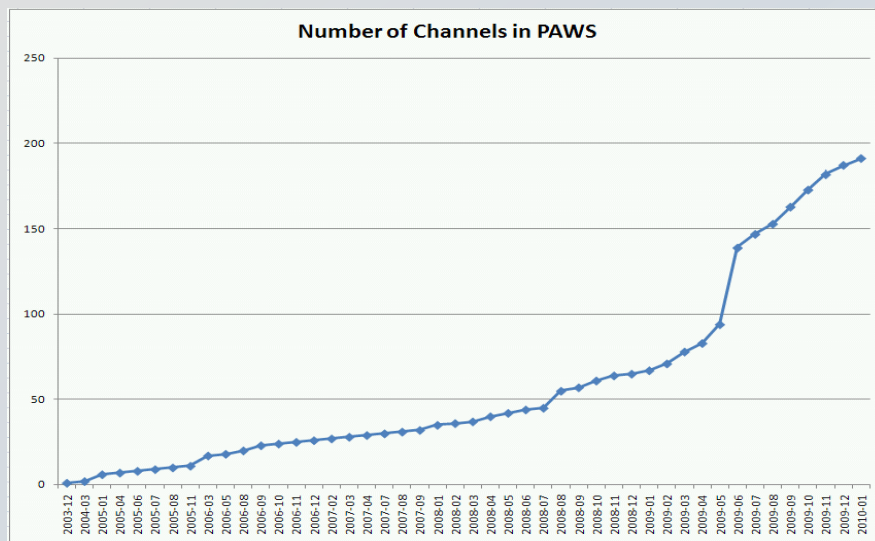


- PAWS is the common gateway for accessing campus online services.
- A campus meeting place where 18,000 users gather every day.
  - No other place, real or virtual, can say this.
- Everyone now wants their service to be on PAWS.
  - And they understand better what that entails.

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## Growth in Channels



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## How can a portal reinforce central IT's role?

- Campus IT standards.
- Scale efficiencies.
- Consistency in service delivery.
- A place to go for help meeting **their** business needs.



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## How has our portal reinforced our (central IT's) role?

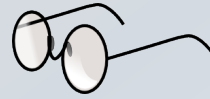
- The login ID used for the portal became the campus standard.
  - Single-sign on to services is a requirement.
- The portal became the common gateway to access online services.
  - Provides consistency for the community.
- Visibility of portal provides opportunities to solve business needs of units.
  - Online elections, surveys



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## Once central IT becomes visible how do we stay visible?

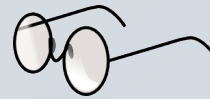


- Continue to demonstrate that their interests are our interests.
  - Balance the needs of local units and central service providers.
- Keep the engagement going.
  - Encourage co-development in campus IT projects.
- Build on joint success.

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## How does the portal contribute to visibility?



- Monthly meetings of PAWS stakeholders and one-on-one meetings for proactive relationship building.
- We seek out opportunities to partner with others on campus to provide services in PAWS.
  - We embrace our supporting role.
- We redefined our definition of success.
  - When our partners succeed, we succeed!

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## Questions?

### Contact us:

**Rick Bunt:** [rick.bunt@usask.ca](mailto:rick.bunt@usask.ca)

**Monisha Shukla:** [monisha.shukla@usask.ca](mailto:monisha.shukla@usask.ca)

**Please complete the online class evaluation form**  
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