UBC IT Intranet Concept Wireframes

Jessica Dill
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0.0	Home	WF01

Global Utilities:

U.1	Search	WF08	U.2	My Profile & Quick Links	WFxx	U.3	IT Employee Directory	WF07	U.4	Vendor Directory	WFxx

---

1.0 Projects — WFxx

1.1	All Projects *	WFxx
1.1.x	[Specific Project] **	WFxx
1.2	Initiating a Project	WFxx
1.3	Project Templates	WFxx

* All projects are listed alphabetically by name but can be refined by the following filters:

By Type
- Strategic and Major Projects
- Operations Projects
- Completed, Cancelled and Denied Projects

By Team

** A listing of Strategic and Major Projects can be found at: http://it.ubc.ca/projects.html and include the following:

- Budgeting and Pos Management Implementation
- Communication, Collaboration and Information Sharing (CCIS)
- Data Network Upgrades
- Exchange 2007 Upgrade
- Identity and Access Management (IAM)
- IT Career Framework
- IT Service Management Initiative
- IT Strategic Planning Process
- Kuali Student Information System
- Network and Server Virtualization
- UBC Faculty & Staff Email Service
- UBC Microsoft Campus Agreement
- UBC Survey Tool
- Virtual Desktop Pilot
- WebCT Vista Upgrade Project

Other projects can be found through the Project Management Office.

2.0 Services — WF02

2.1	Service Catalogue *	WF03/04
2.1.x	[Specific Service] **	WF05
2.2	Service Level Commitments	WFxx
2.3	Roadmaps	WFxx

* All services are listed alphabetically by name but can be refined by the following filters:

By Category
- Administrative Technologies
- Audio-Visual & Presentation
- Communication & Design
- Computers & Printers
- Email & Calendaring
- Information Security
- Internet & Telephone
- Login & Passwords
- Network Services
- Servers & Storage
- Social Media & Collaboration
- Software Development
- Teaching, Learning & Research
- Web Publishing & Hosting

By Service Owner (Team)
- Academic Systems & Web Technologies
- Academic Systems Management
- Business Information Systems
- Collaboration Applications
- Connectivity Infrastructure
- Communications
- Database Administration
- Desktop Services
- Internal Business Applications
- IT Security Management
- Learning Applications
- Network Management Centre
- Operations Centre
- Systems
- Tier 2 Support

** The Services section incorporates the IT Service Catalogue and includes all IT business and technical services. To get the final listing of categories, service owners, and individual services, see the UBC IT Services Excel file.

3.0 Customers (Future Content) — WFxx

3.1	All Customers *	WFxx
3.1.x	[Specific Customer]**	WFxx

* All customers are listed alphabetically by name and can be refined by the following filters:

By Type
UBC Departments
UBC Faculties & Schools
UBC Institutes & Centres

A listing of Departments can be found at: http://www.ubc.ca/about/services.html
A listing of Faculties, Schools, Institutes & Centres can be found at: http://www.ubc.ca/directories/facultiesschools.html OR http://www.ubc.ca/directories/institutescentres.html

** Example customers include:

Departments:
- Museum of Anthropology (MOA)
- Old Admin Building (OAB) including:
  - Office of the President
  - Office of the Provost and VP Academic
  - Office of the VP Finance, Resources & Operations,
  - Office of the VP Research & International
  - Office of VP Students
  - Office of OmbudsPerson
  - Planning and Institutional Research (PAIR)
  - Office of VP External, Legal & Community Relations
  - Board of Governors (BOG)
- Internal Audit
- Enrolment Services
- Treasury
- Finance
- Human Resources
- Pensions
- Health, Safety and Environment (HSE)

Faculties & Schools:
- Faculty of Arts
- Faculty of Science
- Faculty of Medicine
- Sauder School of Business

Institutes & Centres:
- Peter Wall Institute of Advanced Studies (PWIAS)

4.0 Teams — WFxx

4.1	All Teams *	WFxx
4.1.x	[Specific Team] **	WF06

* All teams (this includes UBC IT groups, teams, committees, and IT working groups) are listed alphabetically by name and can be refined by the following filters:

By Group
- Administration
- Administrative Systems Management
- Academic Systems Management
- Client Services
- Finance
- Human Resources
- Information Security Management
- Infrastructure
- IT Transformation & Project Management Office
- Management

By Type
- Team Site
- Working Group/Committee Site

** Example teams include:

- Academic Systems & Web Technologies Team
- Academic Systems Management Group
- BCNET Team
- Business Information Systems Team
- Client Services Team
- Collaboration Applications Team
- Communications Team
- Connectivity Infrastructure Team
- Database Administration Team
- Desktop Services Team
- Email Team
- Infrastructure Group
- Internal Business Applications Team
- IT Service Centre Team
- IT Security Management Group
- Learning Applications Team
- Network Management Centre Team
- Operations Centre Team
- Senior Management Team
- Student Systems Team
- Systems Team
- Voice Team

5.0 Incidents & Change Control — WFxx

5.1	Code 3 Response Plan	WFxx
5.2	Outages	WFxx
5.3	Critical Incident Reports	WFxx
5.3.1	2010 Critical Incident Reviews	WFxx
5.3.2	Critical Incident Review Recommendations List	WFxx
5.3.3	Critical Incident Review Template	WFxx
5.4	Change Control	WFxx
5.4.1	Calendar of Changes	WFxx
5.4.2	Change Control Form	WFxx
5.4.3	Quarterly Maintenance Outages	WFxx
5.4.4	Weekly RFC Listings	WFxx
5.4.5	Change Advisory Board (Cab) Minutes	WFxx

6.0 Employee Resources — WFxx

6.1	HR Forms & Policies	WFxx
6.2	HR for Managers	WFxx
6.3	Benefits & Pay	WFxx
6.4	Employee Engagement	WFxx
6.5	Employee News	WFxx
6.6	Expenses & Travel	WFxx
6.7	Health & Safety	WFxx
6.7.1	Ergonomics	WFxx
6.7.2	Fire & Emergencies	WFxx
6.7.3	First Aid	WFxx
6.7.4	Floor Wardens	WFxx
6.7.5	Pandemic Planning	WFxx
6.7.6	Committee	WFxx
6.8	Job Descriptions	WFxx
6.9	Jobs	WFxx
6.10	Orientation	WFxx
6.11	Performance Reviews	WFxx
6.12	Time Tracking & Vacation	WFxx
6.13	Training & Skills Development	WFxx

7.0 Office & Business Resources — WFxx

7.1	Building & Office Resources	WFxx
7.1.1	Access Cards & IDs	WFxx
7.1.2	Business Cards	WFxx
7.1.3	Floor Plans	WFxx
7.1.4	Mail & Couriers	WFxx
7.1.5	Meeting Rooms & Catering	WFxx
7.1.6	Office Supplies	WFxx
7.1.7	Space Requests & Moves	WFxx
7.1.8	Visitors	WFxx
7.2	Financial Resources	WFxx
7.2.1	Finance Forms & Policies	WFxx
7.2.2	Financial Reporting	WFxx
7.2.3	ITS Chartfield Listing	WFxx
7.3	Logos & Templates	WFxx
7.3.1	IT Logos	WFxx
7.3.2	Word Templates	WFxx
7.3.3	PowerPoint Templates	WFxx
7.4	Purchasing	WFxx
7.4.1	Overview	WFxx
7.4.2	Purchase Card Program	WFxx
7.4.3	Purchase Orders	WFxx
7.5	Vendor Contracts	WFxx

8.0 About UBC IT — WFxx

8.1	Overview	WFxx
8.2	Vision & Commitments	WFxx
8.2.1	Goals & Objectives	WFxx
8.3	Strategic Direction	WFxx
8.4	Key Performance Indicators (KPIs)	WFxx
8.5	Governance	WFxx
8.5.1	Intranet Governance	WFxx
8.6	Organizational Chart	WFxx
8.7	Boards, Committees & Working Groups *	WFxx
8.8	CIO Reflections	WFxx
8.9	News	WFxx
8.10	Events	WFxx

* Note: 8.7 is just a list of boards, committees & working groups. The team sites for each of these groups are located under 4.0 Teams.

Welcome Joe User I Sign Out

| Site Search ▼ | Enter a keyword | **Search** |

My Profile & Quick Links I IT Employee Directory I Vendor Directory

| Projects | Services | Teams | Incidents & Change Control | Employee Resources | Office & Business Resources | About UBC IT |

Print this page I Add to my quick links I [RSS]

Service Bulletins

Life Sciences Network Maintenance October 22, 2010 06:00 - 07:00
October 21, 2010

Museum of Anthropology website is available October 20, 2010 19:00
October 21, 2010

Museum of Anthropology website is unavailable October 20, 2010 16:55
October 21, 2010

Brock Hall Network outage October 20, 2010 15:30
October 20, 2010

Read more bulletins

image

CIO Reflections

Live from Educause (Part III)

Looking back at the conference now, I am thinking about its value for higher education IT professionals, at any level of responsibility. Certainly, the opportunity to look at a large number of new technology products first hand in one location with vendor experts is significant.

Read the rest of the message

News

New Hours for the Accounts Team - Klinck 420
October 19, 2010

The Accounts team has changed their front counter hours for Klinck 420 to 9:00am – 4:00pm (previously 8:00am – 4:30pm). Please take note of IT Reception's new hours if you have deliveries or meet colleagues from outside the department. A phone and directories are still available in the hall for those who require access outside the set hours.
From: News under About UBC IT

Learning week - Arts ISIT
September 27, 2010 I Add a comment

The Faculty of Arts will be holding 2 events – the launching of the learning café and a photography competition. Although the audience is mainly faculty members, student & staff are also welcome. Read more
From: Client Services Blog under Teams

More news

Events

| < | November 2010 | > |

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Upcoming

Training Course
November 2, 2010, 9:00 AM

Committee A Planning Meeting
November 2, 2010, 2:30 PM

November Quarterly Maintenance Window
November 3, 2010, 9:00 PM-11:00 PM

UBC Event
November, 4, 2010

Events for: This Week I This Month   **See full events calendar**

image

Joe User
Edit Profile
My Recent Activity

My Links
» Personnel Absence Tracker (PAT)
» Employee Directory
» Link 3
» Link 4
» Link 5
» **More I Edit**

My Teams
» Team A
» Team B
» Working Group A
» Working Group B
» Committee A
» **More I Edit**

My Projects
» Project A
» Project B
» Project C
» **More I Edit**

Footer

Homepage

Includes:

- A news feed for **service bulletins**

- A **feature box** (the wireframe shows a blog posting from the CIO but this area could feature people or success stories)

- An **aggregated news** feed compiling announcements, news, and blog posts from within the site. There is a link to the source of the news posting. If the user clicks on More news, the user goes to About UBC IT > News and sees a complete listing of news, including a news archive

- An **aggregated calendar** showing upcoming events. This information is pulled from different calendars from within the site including an outages calendar and a training calendar. If the user clicks on See full events calendar, the user goes to About UBC IT > Events and sees a large consolidated calendar with the ability to refine the calendar to show only specific types of events or specific calendars, e.g. outages.

  If there are few events posted to the site, the calendar on the homepage is probably unnecessary. If there is a low volume of events, a listing of upcoming events with a link to the full events calendar will likely be sufficient

- a **personalized section** that displays:
  - a person's image and links to his profile and recent activity (goes to the My Profile & Quick Links page)
  - the person's saved links, teams, and projects

Analytic Design Group

Welcome John Stakeholder | Sign Out

| Site Search ▼ | Enter a keyword | Search |

My Quick Links | IT Employee Directory | Vendor Directory

| Projects | Services | Teams | About UBC IT |

Print this page | Add to my quick links

Service Bulletins

Life Sciences Network Maintenance October 22, 2010 06:00 - 07:00
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Read more bulletins

CIO Reflections

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Read the rest of the message

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September 27, 2010 | Add a comment

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From: Client Services Blog under Teams

More news

Events

| < | November 2010 | > |

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
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November Quarterly Maintenance Window
November 3, 2010, 9:00 PM-11:00 PM

UBC Event
November, 4, 2010

Events for: This Week | This Month

See full events calendar

My Quick Links

My Links

» Personnel Absence Tracker (PAT)
» Employee Directory
» Link 3
» Link 4
» Link 5
» **More | Edit**

My Teams

» Team A
» Team B
» Working Group A
» Working Group B
» Committee A
» **More | Edit**

My Projects

» Project A
» Project B
» Project C
» **More | Edit**

Footer

Homepage - Limited Access

Some users may have access to the UBC IT intranet but not have access to all sections of the site.

Differences include:

- User only has access to Projects, Services, Teams, and About UBC IT
- The user may only see a subset of the news and events (not shown on wireframe)
- The user does not have a profile page so the profile is removed but the user can still have personalized quick links

Logo

Welcome Joe User | Sign Out

Site Search ▾   Enter a keyword   **Search**

My Profile & Quick Links | IT Employee Directory | Vendor Directory

| Projects | Services | Teams | Incidents & Change Control | Employee Resources | Office & Business Resources | About UBC IT |

Home > Services

Print this page | Add to my quick links |

Service Catalogue

Service Level Commitments

Roadmaps

Services

Learn about UBC IT's service offerings by searching the Service Catalogue or browsing through all service level commitments and service roadmaps.

Service Catalogue

The service catalogue has both business services, products or services that UBC customers can purchase or request access to, and technical services, resources or services that support the delivery of the business services/ products and are generally only available to UBC IT or other IT professionals.

Service Level Commitments

A complete listing of all service level commitments.

Roadmaps

A complete listing of all service roadmaps.

Service Bulletins

Life Sciences Network Maintenance October 22, 2010 06:00 - 07:00
October 21, 2010

Museum of Anthropology website is available October 20, 2010 19:00
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Read more bulletins

I need to...

» Contact Desktop Services to get help with my computer

» Contact the IT Service Centre

» Get a virtual server

» Get a firewall

» Set up email

Page Owner: Jeff Price | Last Updated: October 26, 2010   Tags: Services, Service Catalogue

Footer

Services

The main Services page is an introductory page to the section and includes:

- An introduction
- Brief descriptions of the 3 main left-hand menu categories: Service Catalogue, Service Level Commitments, and Roadmaps
- A news feed for service bulletins (same as on homepage)
- Links to frequently performed tasks such as common service requests (I need to...)

Analytic Design Group

Date: Wed Nov 10 2010
Client: UBC IT

Site Search

Welcome Joe User | Sign Out

| Logo |

Site Search ▾ | Enter a keyword | **Search**

My Profile & Quick Links | IT Employee Directory | Vendor Directory

| Projects | Services | Teams | Incidents & Change Control | Employee Resources | Office & Business Resources | About UBC IT |

Home > Services > Service Catalogue

Print this page | Add to my quick links

Service Catalogue

Filter By Category

Administrative Technologies (50)

Audio-Visual & Presentation (50)

Communication & Design (50)

Computers & Printers (10)

Email & Calendaring (6)

Information Security (10)

Internet & Telephone (10)

Login & Passwords (10)

Network Services (10)

Servers & Storage (10)

Social Media & Collaboration (10)

Software Development (10)

Teaching, Learning & Research (10)

Web Publishing & Hosting (4)

Filter By Service Owner

Academic Systems & Web Technologies (10)

Academic Systems Management (15)

Business Information Systems (8)

More...

Service Level Commitments

Roadmaps

Service Catalogue

1-10 of 250 services   Per page: 10 | 50   Sort by: Name A-Z | Name Z-A   1 2 3 4 5 **next**

Anti-Virus Software
Software to detect and prevent computer viruses.

Category: Information Security
Service Owner:

Application Design and Development
Provides support, best practices, tool recommendation, etc. in the areas of: technical assessment, database design, application design for academic systems.

Category: Software Development
Service Owner: Academic Systems Management

Cable TV (CATV)
Cable television for all student residences and some administrative buildings on campus, providing residences with 59 channels of analog television.

Category: Internet & Telephone
Service Owner: UBCNETwork & Infrastructure Facilities

Campus Wide Login (CWL)
The Campus Wide Login (CWL) system provides access to many of the University's online systems, such as the Student Service Centre, WebCT, and myUBC.

Category: Login & Passwords
Service Owner: Collaboration Applications

Campus Wide Login (CWL)
The Campus Wide Login (CWL) system provides access to many of the University's online systems, such as the Student Service Centre, WebCT, and myUBC.

Category: Login & Passwords
Service Owner: Collaboration Applications

Campus Wide Login (CWL)
The Campus Wide Login (CWL) system provides access to many of the University's

Footer

Service Catalogue

Once the user clicks on Service Catalogue, he sees a list of all services sorted alphabetically (A-Z) by the name of the service. Each service listing shows:

- the service name
- a short description
- the category the service belongs to
- the service owner

The list of services can be refined by clicking on a category or service owner in the left-hand menu. If a user clicks on a category, he sees only the services that belong to the category. If a user clicks on a service owner, he only sees services owned by the service owner.

The user can click on the service name to go to the full service page.

Rationale for this Approach
Based on feedback from UBC IT, we combined the ability to browse and search for services.

1. If you click on Service Catalogue, you can find services by Category and/or Service Owner. The filter by Category and/or Service Owner is in the left-hand navigation.

2. A user can also search the Services section of the site by typing a keyword in the search box at the top of the site and changing the drop-down box to Services from Site Search. This way the user will only retrieve information that is found in the Services section. The results will include service pages as well as other content (documents, web pages) that is found in the Services section.

If this approach is too difficult to implement, the filtered approach (faceted navigation) can be scaled back. Instead, the user can click on Service Catalogue and see the categories listed as sub-navigation. The user would not be able to find services by Service Owner, although you could allow the user to sort by Service Owner.

Analytic Design Group

Date: Wed Nov 10 2010
Client: UBC IT

Welcome Joe User I Sign Out

My Profile & Quick Links I IT Employee Directory I Vendor Directory

Logo

| Projects | Services | Teams | Incidents & Change Control | Employee Resources | Office & Business Resources | About UBC IT |

Home > Services > Service Catalogue

Print this page | Add to my quick links I

Service Catalogue

Filter By Service Owner

Business Information Systems (1)

Collaboration Applications (5)

Service Level Commitments

Roadmaps

Service Catalogue

Category: Email & Calendaring x   clear filters and show all services

1-6 of 6 services   Per page: 10 I 50   Sort by: Name A-Z I Z-A

Calendar Application
FME Time Charges Summary in Calendar Forms for Land & Building Services only

Category: Email & Calendaring
Service Owner: Business Information Systems

Email Protection and Security
The UBC Mail-Relays provide No Charge virus and spam scanning for departmental mail services.

Category: Email & Calendaring
Service Owner: Collaboration Applications

Exchange Email (Faculty and Staff Email)
FAS (Faculty and Staff) Mail is UBC's Microsoft Exchange email and calendaring system.

Category: Email & Calendaring
Service Owner: Collaboration Applications

Mailing Lists
A mailing list is an easy way for groups to share information via email. Available with Netinfo / Interchange Accounts.

Category: Email & Calendaring
Service Owner: Collaboration Applications

Mailing Lists
A mailing list is an easy way for groups to share information via email. Available with Netinfo / Interchange Accounts.

Category: Email & Calendaring
Service Owner: Collaboration Applications

Footer

Service Catalogue Refined

The user clicked on Email & Calendaring under Category and now sees a list of all email & calendaring services sorted alphabetically (A-Z) by name of service.

The left-hand filters have changed to match the results. The user can no longer refine the results by category so the categories don't display in the left-hand navigation. The results can still be filtered by Service Owner so the two values that are possible show in the left-hand menu.

The filters that have been applied to the "search" are listed at the top of the list of results. To remove the filters, the user can click the x by each filter or clear filters to show the full list of services again.

Analytic Design Group

Date: Wed Nov 10 2010
Client: UBC IT

Welcome Joe User | Sign Out

| Site Search ▼ | Enter a keyword | Search |

My Profile & Quick Links | IT Employee Directory | Vendor Directory

Logo

| Projects | Services | Teams | Incidents & Change Control | Employee Resources | Office & Business Resources | About UBC IT |

Print this page | Add to my quick links

Service Catalogue

Service Level Commitments

Roadmaps

Exchange Email (Faculty and Staff Email)

FAS (Faculty and Staff) Mail is UBC's Microsoft Exchange email and calendaring system which can be synchronized with Microsoft Outlook or Entourage for Mac. It can be used to send emails, schedule meetings with colleagues, and manage tasks.

Key Information

Service Availability:	24 / 7
Eligibility & Pricing:	Available to all faculty and staff at no charge
Support:	Individual department's computer support staff or the IT Service Centre Help Desk
Service Owner:	Collaboration Applications

More Information

» Description
» Exchange Email Roadmap

Set up / Support

» Access Exchange (Desktop, Web, PDA)
» Setup Documents
» Troubleshooting
» FAQ

Agreements & Contracts

» Service Level Commitments for Exchange
» Vendor Contracts

Technical Documentation

» Email Team's Technical Documents

Page Owner: Jeff Price | Last Updated: October 26, 2010   Tags: Exchange Email

Service Bulletins

Exchange Service Maintenance - October 13, 2010 09:00 - 09:15
Posted on: Oct 12 2010

Exchange Service Maintenance - September 30, 2010 09:00 - 10:00
Posted On: Sep 30 2010

Read more Bulletins

Related Services

» Mobile Email and Calendaring

» Email Protection and Security

Related Projects

» Exchange 2007 Upgrade

Footer

These wireframes do not contain final visual design or content. For more information on our wireframe process visit http://analyticdesigngroup.com/design/interaction-design

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Service Page

The information for the service page comes from the Service Catalogue.

Each service page includes:

- A description of the service
- Key Information - service availability, eligibility & pricing, support contact, how to request a service (not shown on wireframe), and service owner.
- More information, including the roadmap for the service
- Set up / Support information
- Agreements & Contracts - any service level commitments or vendor contracts that are related to the service
- a link to where technical documentation is stored (usually on a team site)

There are also:
- Service Bulletins that relate to the service (not shown if there are no bulletins)
- Related Services
- Related Projects - clicking on the project link takes the user to the project page

Analytic Design Group

Date: Wed Nov 10 2010
Client: UBC IT

Welcome Joe User | Sign Out

Logo

| Site Search ▾ | Enter a keyword | Search |

My Profile & Quick Links | IT Employee Directory | Vendor Directory

| Projects | Services | Teams | Incidents & Change Control | Employee Resources | Office & Business Resources | About UBC IT |

Home > Teams > Team A

Print this page | Add to my quick links |

About Team A

Team Members

Calendar

Documentation

Discussions

Team A

Introductory text on Team A. Give a brief overview of what the team does. The site is a place for members to share information and to collaborate. See all team members.

Blog Postings

Submit your Vacation Time   10/30/2010 1:55 PM
posted by Agatha Parnell
All employees need to submit their vacation schedule for the rest of the year.

Add new posting

Recent Activity

image   Joe Smith says "Should check out the new policy posted on the IT Technology Forums website."
4 hours ago

image   Rob Foe posted the document titled Thoughtful IT Design.pdf to the Technical Documentation section.
4 hours ago

image   Jenny Finch revised the document titled How to Add People to the Application.xls to the Procedures page.
4 hours ago

Links

» Link 1

» Link 2

» Link 3

Part of

» Infrastructure Group

Services We Provide

» Email Protection and Security

» Exchange Email (Faculty and Staff Email)

» Mailing Lists

» Mobile Email and Calendaring

» Netinfo / Interchange Account

» Netinfo / Interchange Email

Our Projects

» Exchange 2007 Upgrade

Page Owner: Jeff Price | Last Updated: October 26, 2010   Tags: Team A, Infrastructure

Footer

Team Site

Team sites will be customized by each team but some common elements that can be included are:

- A description of the team
- Announcements from the team's blog
- Recent activity by team members
- Links

From each team site the following relationships are shown:
- The group that the team is part of. For a group, show the teams that belong to the group
- Services the team provides (if applicable)
- Projects associated with the team

Note: the left-hand navigation contains sample categories. These would be customized by each team.

Analytic Design Group

Date: Wed Nov 10 2010
Client: UBC IT

Welcome Joe User | Sign Out

| Site Search ▼ | Enter a keyword | Search |

My Profile & Quick Links | **IT Employee Directory** | Vendor Directory

| Projects | Services | Teams | Incidents & Change Control | Employee Resources | Office & Business Resources | About UBC IT |

Home > Employee Directory

Print this page | Add to my quick links

Employee Directory

Filter by: what is this?

Last Name
A B C D E F G H I J K L M N O P Q R S
T U V W X Y Z

Role
Business Analyst (20)
Programmer Analyst (13)
Team Lead (10)
Manager (8)
Show all

Team
Infrastructure (87)
Academic Systems Management (43)
Administrative Systems Management (33)
Client Services (30)
Show all

Project
Project A (15)
Project F (10)
Project X (8)
Project ABC (6)
Show all

Skill
Java (10)
Object-Oriented Programming (8)
Systems Architecture (7)
Web Design (2)
Show all

Find a person

| Enter a name | Search |

1-10 of 220 people   Per page: 10 | 50   Sort by: Last Name A-Z | Z-A   1 2 3 4 5 **next**

image

Joe Atkins, Director of Technology
Telephone: 604 555-5555
Mobile: 778 555-5555
Email: user@ubc.ca
Team: Infrastructure, Collaboration Applications

image

Joan Barb, Business Analyst
Telephone: 604 555-5555
Mobile: 778 555-5555
Email: user@ubc.ca
Team: IT Transformation

image

Don Culkin, Technical Analyst
Telephone: 604 555-5555
Mobile: 778 555-5555
Email: user@ubc.ca
Team: Academic Systems Management, Development

image

Karen Evans, Technical Analyst
Telephone: 604 555-5555
Mobile: 778 555-5555
Email: user@ubc.ca
Team: Academic Systems Management, Development

General Contacts

» **Desktop Support**
Local 2-2222   Email

» **IT Service Centre Help Desk**
Local 2-4444   Email

» **Operations Centre**
Local 2-4565   Email

Get the UBC IT Staff Directory

Footer

IT Employee Directory

When you click on the IT Employee Directory in the global navigation, you get a listing of all employees sorted alphabetically (A to Z) by last name.

You can search for a person's name and/or refine the results by:

- Last Name
- Role - this is based on a defined set of roles
- Team - this includes groups, teams, committees and working groups / values are pulled from the list of teams
- Project - values are pulled from the list of projects
- Skill - skills are added by each employee to their profile page. These are free-form tags and are not from a controlled list of skills.

Logo

Site Search ▼ | Enter a keyword | **Search**

| Projects | Services | Teams | Incidents & Change Control | Employee Resources | Office & Business Resources | About UBC IT |

Home > Search

Print this page | Add to my quick links |

Filter by: what is this?

Category
- Services (150)
- Teams (150)
- Projects (75)
- Incidents & Change Control (50)
- Employee Resources (25)
- Office & Business Resources (25)
- About UBC IT (20)

Type
- Pages (200)
- Documents (200)
- Discussions (50)
- Blogs (50)

Posted Date
- Today (5)
- 1-30 days ago (50)
- 1-6 months ago (100)
- 6-12 months ago (45)
- 1+ years ago (300)

Tags
- Email (100)
- Exchange (50)
- Interchange (50)
- Spam (30)
- **Show all**

Search

Email | **Search**

1-10 of 500 items | Per page: 10 | 50 | Sort by: Relevance | Date | 1 2 3 4 5 next

Information about Exchange Email
A short description or sentence describing the content...
Services > Email & Calendaring > Exchange Email > More Information
Posted September 24, 2010

Information about Exchange Email
A short description or sentence describing the content...
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Services > Email & Calendaring > Exchange Email > More Information
Posted September 24, 2010

Footer

Search

A user enters a search term in the global search at the top of the site (the drop-down box beside that search box is set to Site Search). The user gets a search results page (this wireframe) and sees a search box with the terms entered, e.g. Email.

The user can modify the search by entering another keyword in the search box or refine the results by selecting an option in the left-hand menu. The results can be refined by:

- Category - these categories match the 7 main categories in the global navigation and allows a user to focus his search within one of these categories
- Type - type of content
- Posted Date
- Tags - tags are added by content creators to content that they add to the site. These are free-form tags and are not from a controlled list of tags.

Another option that could be used as a filter is Content Type. Example values could be: Specifications, FAQs, Forms, Roadmaps, User Guides, Brochures, etc. The list of content types would need to be determined.