UBC IT Intranet Concept Wireframes

Version: 2.0

Date: Wed Nov 10 2010

Jessica Dill jessica@analyticdesigngroup.com

Analytic Design Group
The Flack Block
Suite 507 - 163 West Hastings
Vancouver, BC
V6B 1H5

* All projects are listed

· Operations Projects

Denied Projects

Ву Туре

By Team

alphabetically by name but can be

refined by the following filters:

Strategic and Major Projects

Completed, Cancelled and

** A listing of Strategic and Major

· Budgeting and Pos Management

and Information Sharing (CCIS)

· IT Service Management Initiative

IT Strategic Planning Process

· Communication, Collaboration

Data Network Upgrades

• Exchange 2007 Upgrade

Identity and Access

Management (IAM)

IT Career Framework

· Kuali Student Information

· UBC Faculty & Staff Email

· UBC Microsoft Campus

Network and Server

System

Service

Office.

Virtualization

Agreement

UBC Survey Tool

Projects can be found at: http://

it.ubc.ca/projects.html and

include the following:

0.0 Home

WFxx

WFxx

3.1.x [Specific Customer]** WFxx 4.1.x [Specific Team] **

4.0 Teams

4.1 All Teams *

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	2.0 Services
1.1 All Projects *	WFxx	2.1 Service Catalogue *
1.1.x [Specific Project] **	WFxx	
1.2 Initiating a Project	WFxx	2.1.x [Specific Service] *
1.3 Project Templates	WFxx	2.2 Service Level Commitments
		2.3 Roadmans

ζ.	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:

- Computers & Printers

- Login & Passwords
- Network Services
- Servers & Storage
- Social Media & Collaboration
- Software Development

By Service Owner (Team)

- Academic Systems & Web
- Academic Systems Management
- Business Information Systems
- Collaboration Applications

- Desktop Services
- Internal Business Applications
- · IT Security Management
- Network Management Centre
- Tier 2 Support

 Virtual Desktop Pilot incorporates the IT Service • WebCT Vista Upgrade Project Catalogue and includes all IT Other projects can be found To get the final listing of through the Project Management individual services, see the UBC IT Services Excel file.

By Category

- Administrative Technologies
- Audio-Visual & Presentation
- Communication & Design
- Email & Calendaring
- · Information Security
- Internet & Telephone

- · Teaching, Learning & Research
- Web Publishing & Hosting

- Technologies

- Connectivity Infrastructure
- Communications
- Database Administration

- Learning Applications
- Operations Centre
- Systems
- ** The Services section business and technical services categories, service owners, and

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

UBC Departments **UBC Faculties & Schools UBC Institutes & Centres**

3.1 All Customers *

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

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

(HSE)

· Health, Safety and Environment

Faculties & Schools:

- Faculty of Arts
- Faculty of Science
- · Faculty of Medicine
- · Sauder School of Business

Institutes & Centres:

Peter Wall Institute of Advanced Studies (PWIAS)

* All teams (this includes UBC IT groups, teams, committees, and

WFxx

- Administration
- Academic Systems
- Client Services
- Finance
- Information Security
- Management
- IT Transformation & Project Management Office

- · Working Group/Committee Site

** Example teams include:

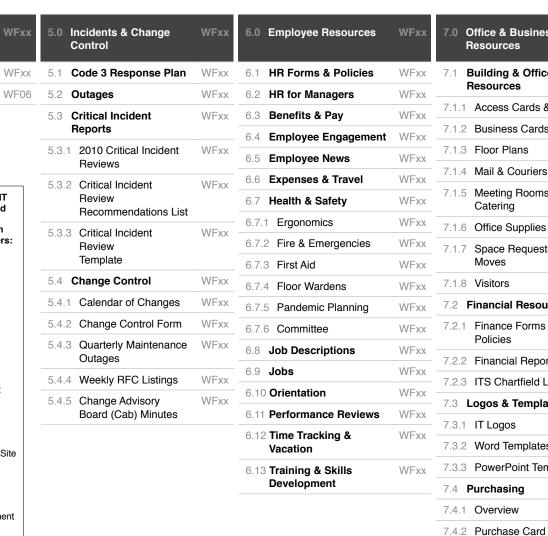
- BCNET Team
- · Business Information Systems
- · Collaboration Applications Team
- Infrastructure Group
- Internal Business Applications
- · IT Service Centre Team
- · Network Management Centre Team
- · Senior Management Team
- Systems Team

IT working groups) are listed alphabetically by name and can be refined by the following filters:

By Group

- Administrative Systems Management
- Management
- **Human Resources**
- Infrastructure
- Management

- By Type
 Team Site
- · Academic Systems & Web
- Technologies Team · Academic Systems Management
- · Client Services Team
- Communications Team
- · Connectivity Infrastructure Team Database Administration Team · Desktop Services Team
- Email Team
- Team
- IT Security Management Group Learning Applications Team
- · Operations Centre Team
- · Student Systems Team
- Voice Team



8.0 About UBC IT Office & Business **WFxx** WFxx Resources **Building & Office** WFxx 8.1 Overview WFxx Resources 8.2 Vision & Commitments WFxx 7.1.1 Access Cards & IDs WFxx 8.2.1 Goals & Objectives WFxx WFxx 7.1.2 Business Cards 8.3 Strategic Direction WFxx 7.1.3 Floor Plans WFxx 8.4 Kev Performance WFxx 7.1.4 Mail & Couriers Indicators (KPIs) WFxx 7.1.5 Meeting Rooms & 8.5 Governance WFxx Catering 8.5.1 Intranet Governance WFxx 7.1.6 Office Supplies WFxx 8.6 Organizational Chart WFxx Space Requests & 8.7 Boards, Committees & WFxx Moves Working Groups * 7.1.8 Visitors WFxx 8.8 CIO Reflections WFxx 7.2 Financial Resources WFxx 8.9 **News** WFxx Finance Forms & WFxx 8.10 Events WFxx **Policies** 7.2.2 Financial Reporting WFxx Note: 8.7 is just a list of boards, 7.2.3 ITS Chartfield Listing WFxx committees & working groups. The team sites for each of these 7.3 Logos & Templates WFxx groups are located under 4.0 7.3.1 IT Logos WFxx 7.3.2 Word Templates WFxx 7.3.3 PowerPoint Templates WFxx

WFxx

WFxx

WFxx

WFxx

WFxx



Program

7.4.3 Purchase Orders

7.5 Vendor Contracts

WF01a: Home Site Search

Site Search

Logo

Welcome Joe User I Sign Out

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

Enter a keyword

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

Print this page I Add to my quick links I

Search

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



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

UBC Event November, 4, 2010

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 | Edit

My Projects

- » Project A
- » Project B
- » Project C
- » More I Edit

Includes:

Homepage

- 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

Footer



Events for: This Week | This Month

WF01b: Home - Limited Access

Welcome John Stakeholder I Sign Out Site Search Enter a keyword Search Logo

Print this page I Add to my quick links I

The Accounts team has changed their front counter hours for Klinck 420 to 9:00am -

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

you have deliveries or meet colleagues from outside the department. A phone and

4:00pm (previously 8:00am - 4:30pm). Please take note of IT Reception's new hours if

directories are still available in the hall for those who require access outside the set hours.

About UBC IT

New Hours for the Accounts Team - Klinck 420

My Quick Links

My Links

- » Team B

- » Committee A

» More I Edit

Service Bulletins

Projects

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

Services

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

Events

More news

Teams

News

October 19, 2010

From: News under About UBC IT

Learning week - Arts ISIT

are also welcome. Read more

September 27, 2010 I Add a comment

From: Client Services Blog under Teams

< November 2010 >

F Т W Т S 2 3 4 5 6 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

UBC Event November, 4, 2010

See full events calendar

My Quick Links | IT Employee Directory | Vendor Directory

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

My Teams

- » Team A
- » Working Group A
- » Working Group B
- » More I Edit

My Projects

- » Project A » Project B
- » Project C

Footer



Homepage - Limited Access

shown on wireframe)

to all sections of the site.

UBC IT

Differences include:

Some users may have access to the UBC IT intranet but not have access

User only has access to Projects, Services, Teams, and About

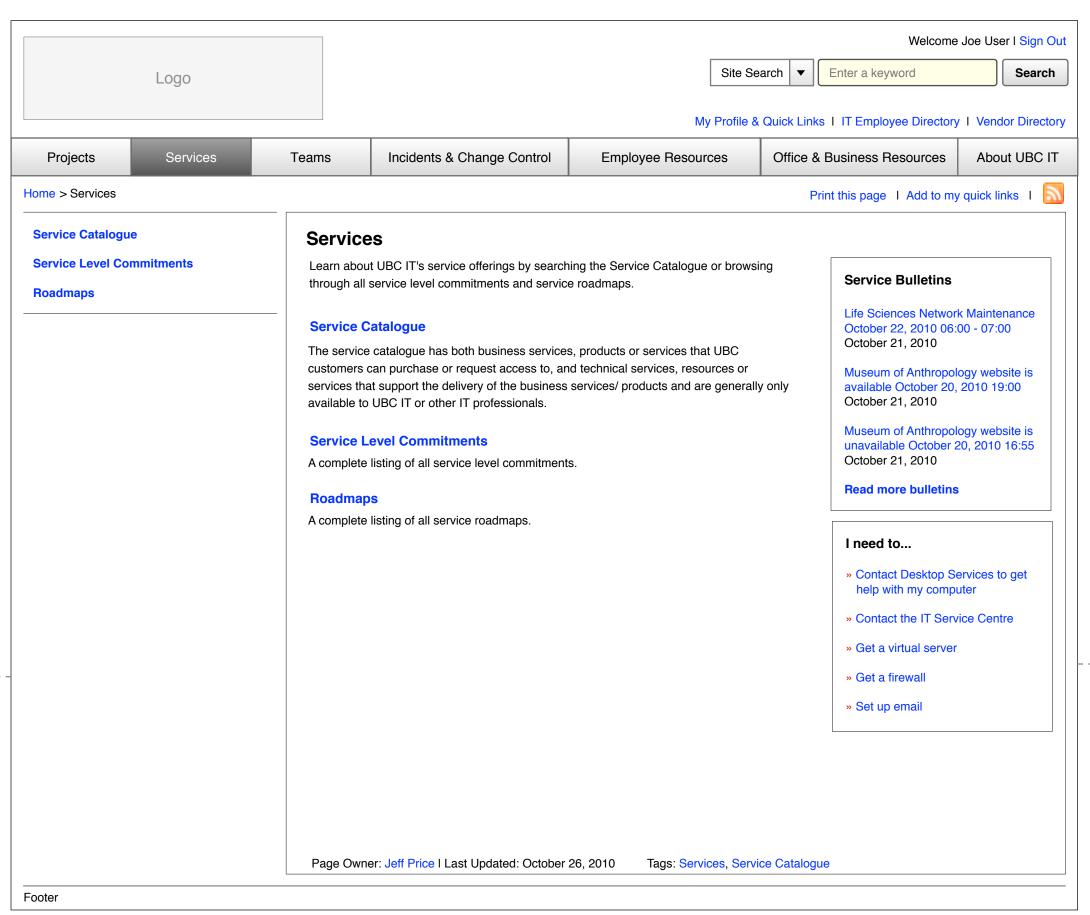
The user may only see a subset of the news and events (not

but the user can still have personalized quick links

The user does not have a profile page so the profile is removed

Events for: This Week | This Month

WF02: Services Site Search 5



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...)



WF03: Services Catalogue

Site Search

6

Site Search

Logo

Welcome Joe User I Sign Out

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

Enter a keyword

Projects Services Teams Incidents & Change Control Employee Resources Office & Business Resources

About UBC IT

Home > Services > Service Catalogue

Print this page I Add to my quick links I

2

Search

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 I 50 Sort by: Name A-Z I 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.

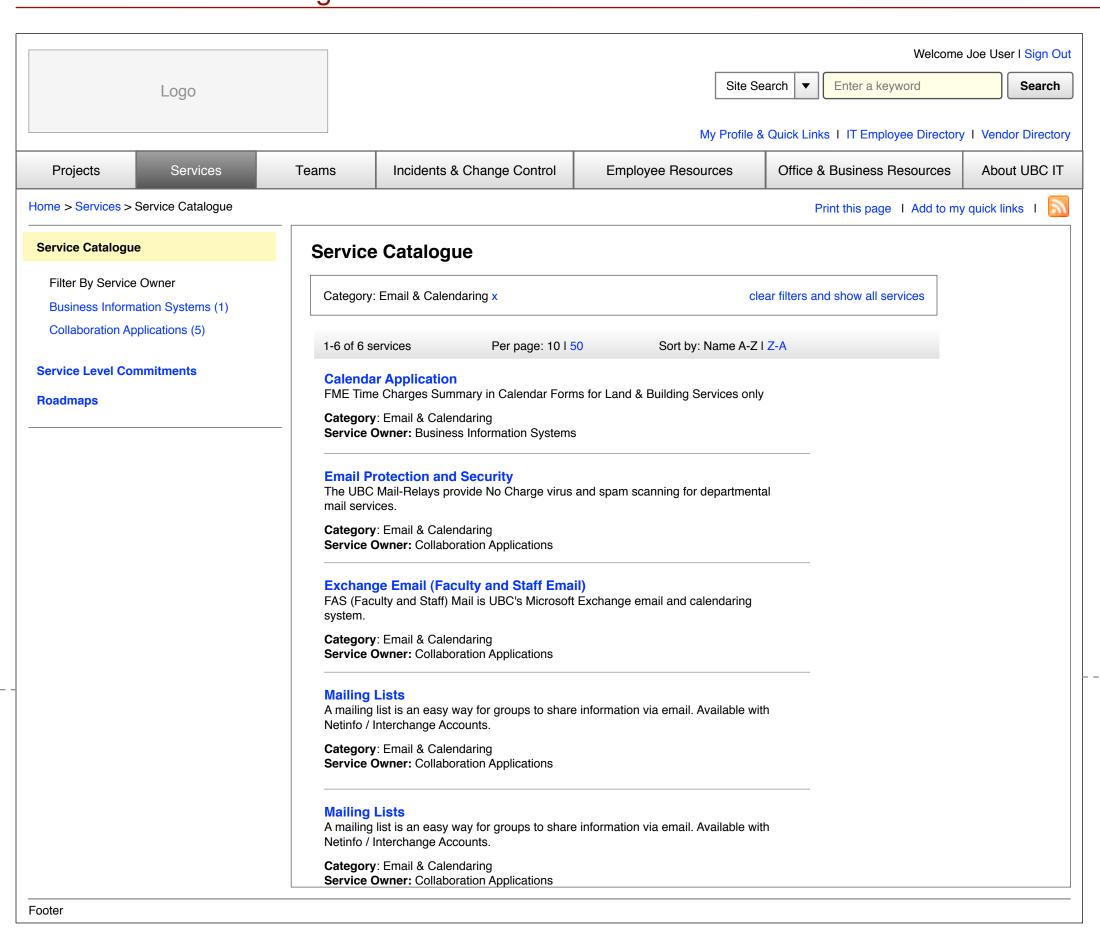
Rationale for this Approach

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.





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.

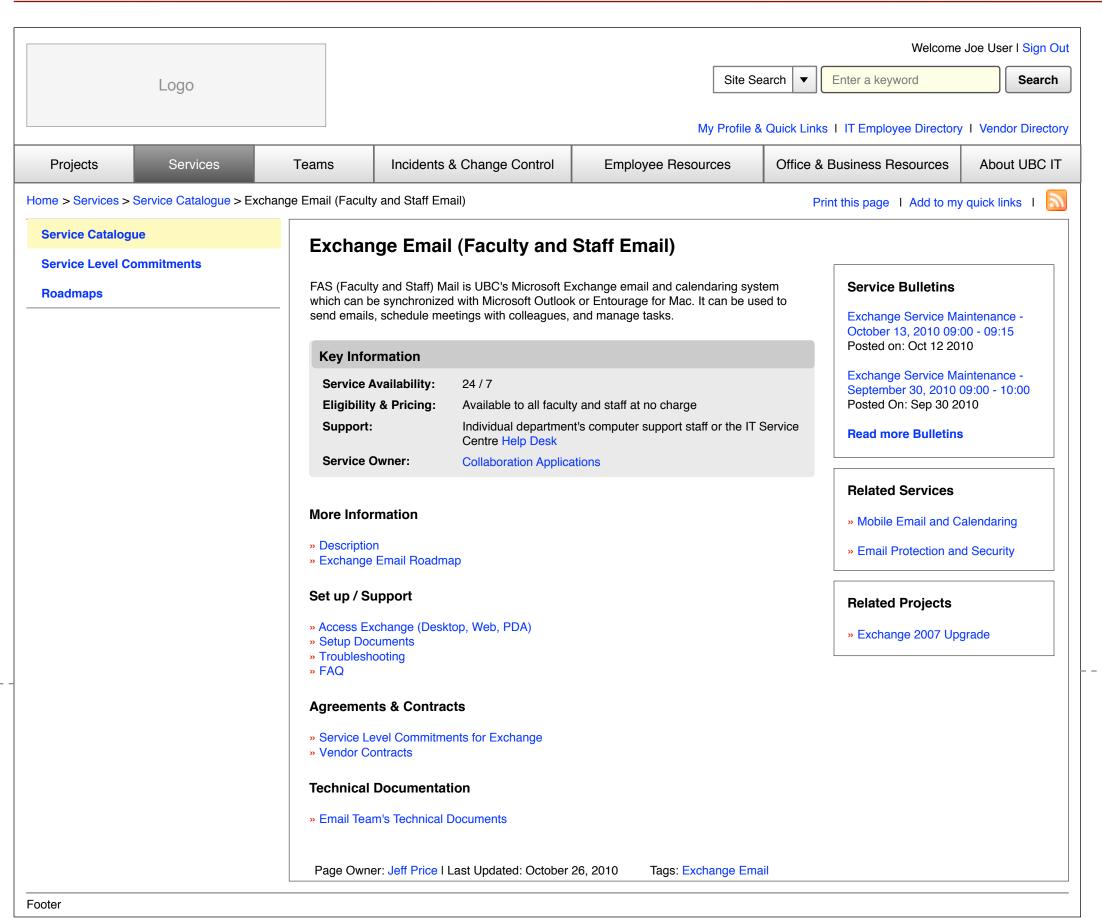
The left-hand filters have changed to match the results. The user can no longer refine the results by category so the categories don't display in the left-hand navigation. The results can still be filtered by Service Owner so the two values that are possible show in the left-hand menu.

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.



WF05: Service Page

Site Search



Service Page

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

Each service page includes:

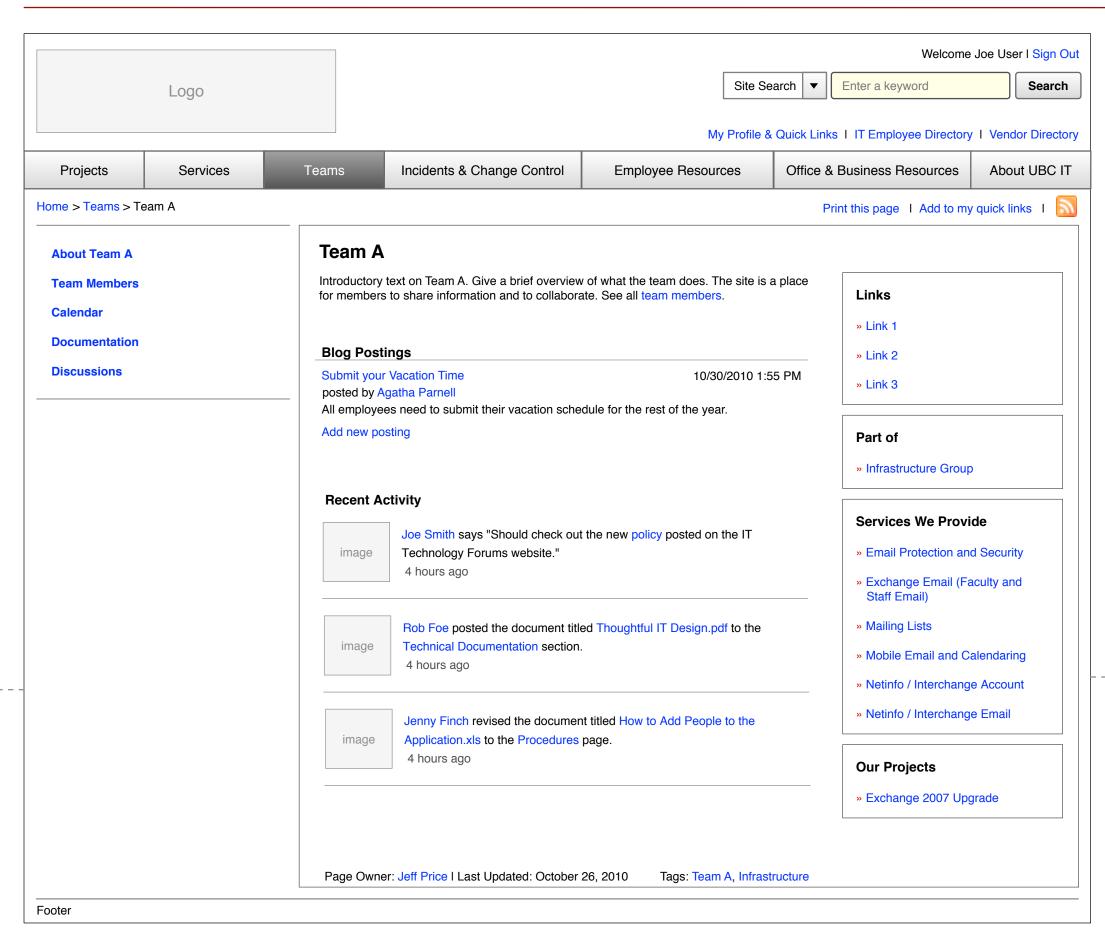
- A description of the service
- Key Information service availability, eligibility & pricing, support contact, how to request a service (not shown on wireframe), and service owner.
- More information, including the roadmap for the service
- Set up / Support information
- Agreements & Contracts any service 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



WF06: Team Site Site Search



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

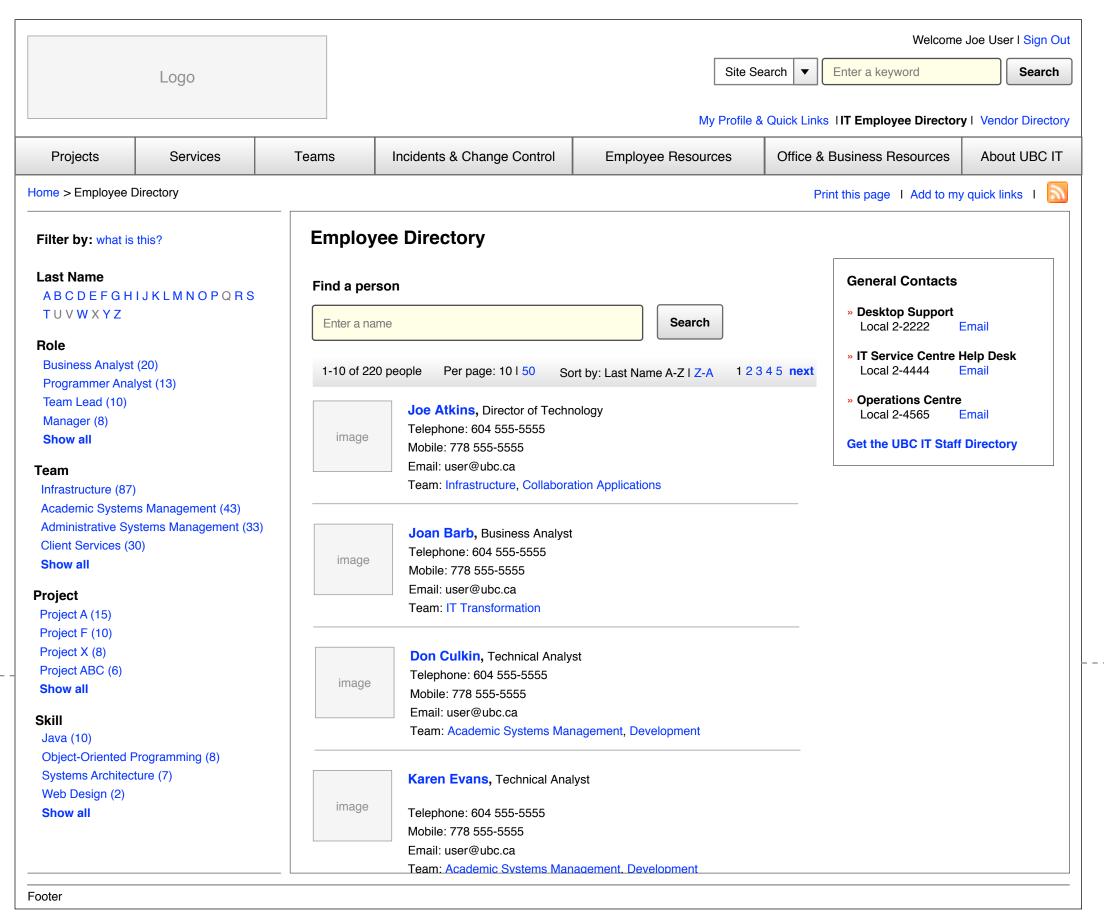
From each team site the following relationships are shown:

- 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.



WF07: Employee Directory



IT Employee Directory

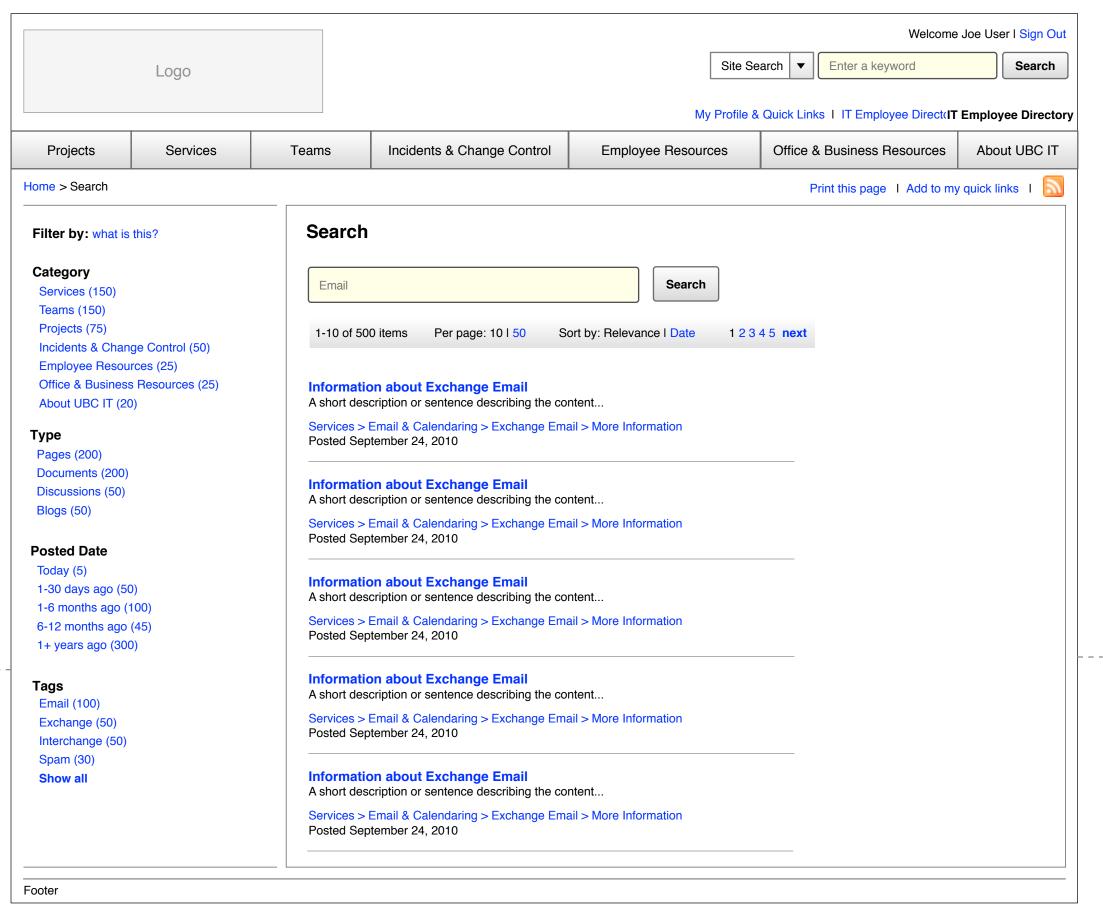
When you click on the IT Employee Directory in the global navigation, you get a listing of all employees sorted alphabetically (A to Z) by last name.

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.



WF08: Search



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.

