# UBC IT Intranet Redesign Needs Analysis & Personas



The Flack Block Suite 507 - 163 West Hastings Vancouver BC V6B 1H5

October 8th, 2010

Jessica Dill jessica@analyticdesigngroup.com

	ger.c	17 Profes	less/	Siakeholde,
Motivations	Managers	IT Pro	Business,	Stake
Need to retrieve information from many dif- ferent groups within UBC IT				
Looking for information from other departments at UBC				
Looking for very specific information that is on their team's site				

	ger.e		less/	,4010e
Key Content	Managers	17 Pro	Business/	Stakeholde
Service Information				
Project Information				
Operational / Procedural Information				
HR Information				
Policies				
IT Templates				
Technical Documentation				*
Vendor Contracts				
Budgeting/Financial Information				
Financial KPIs				
Client Service Level Commitments				
* Only IT@UBC				

Retrieve information that is both from UBC IT and other departments at UBC.	
Need to be able to search within specific types of content such as meeting minutes	
Ability to capture metadata, and search for content by metadata tags	
Initial scope of search should be as wide as possible with additional methods for narrowing down search results.	
Users can indicate to the system that a particular search result is relevant to their query. The system will remember this indication and aid users the next time they search	

Expectations

Managers

Managers Directors

IT Professionals

Service/Support Technical/Development Project Management Team Leads

Business/Admin

Finance Communications Office Admin

Stakeholders

Faculties Departments/Schools Administrators IT@UBC **Enterprise Customers** 

Motivations	Managers 17 Profess	Business/Admin Stakeholders	Key Content	Managere	IT Professionals Busing	Siakeholders	Expectations	Managers	17 Profess.	Business/Adm.	Stakeholoers
Need to retrieve information from many dif- ferent sections of the intranet			Service Information				Do not want to hunt around several sources. Would benefit from reporting solutions/push notification (e.g. dashboards, alerts)				
Need easy access to their team's site			Project Information				Have quick links to commonly used information				
Need easy access to projects and services			Operational / Procedural Information				Want fast access to their team sites, in- cluding their tools, request forms, projects, documentation				
Publish content in multiple sections of the intranet			HR Information				Need to be able to find information based on content, not just by department or organizational structure				
			Policies				Need to be able to thread or tie patterned information together, potentially across media (documents, emails etc.) by topic				
			IT Templates  Technical Documentation			*	Global site organization is scalable				
			Vendor Contracts				-				
			Budgeting/Financial Information								
			Financial KPIs								
			Client Service Level Commitments								
			* Only IT@UBC								·

Only IT@UBC



Managers Directors

## IT Professionals

Service/Support Technical/Development Project Management Team Leads

## Business/Admin

HR Finance Communications Office Admin

## Stakeholders

Faculties
Departments/Schools
Administrators
IT@UBC
Enterprise Customers

Note: All audiences include both full time and term employees.



October 8th, 2010

	961.6	T Profes	Business	Stakeholde
Motivations	Managers	I Par	Busii	Siake
To understand what new technologies and services are being introduced by UBC IT				
Visibility into projects to ensure that duplicate efforts aren't happening				
To get details about an active project that they are working on or a project they were assigned to in the past				
To learn what and how projects/initiatives will affect their department				

	<i>3</i> ,6	IT Profe	Business	Siakehol	Sign
Key Content	Managere	IT Proj	Busine	Stakel	
Project Overview					
High Level Project Status					
All Project Schedules/Resourcing					
All Project Tasks/Milestones/Issues					
Project Templates					
Detailed project Information for project team members					

Intranet Redesign: User Needs by Audience Type

	94.6	TProfes	Business	Siakeholog
Expectations	Managers	IT Proy	Busine	Stakeh
See a list of all projects with high-level project information				
The ability to filter a projects list by dif- ferent parameters such as topic, project status or team name				
Ability to see 'their" projects, past and cur- rent (quick access to current)				
Regular information updates on initiatives (new, updated, cancelled etc – "status" possibly through a subscription or maybe a dashboard)				



Managers

Managers Directors

IT Professionals

Service/Support Technical/Development Project Management Team Leads

Business/Admin

Finance Communications Office Admin

Stakeholders

Faculties Departments/Schools Administrators IT@UBC **Enterprise Customers** 

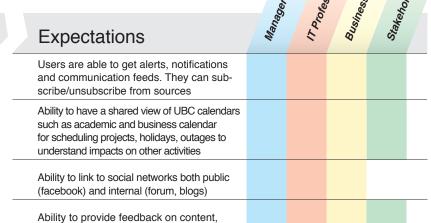
Need to Collaborate and Share

	8.6	IT Profes	Business	Siet.
Motivations	Managers	IT Pro	Busine	Sfat
Want to share with stakeholders and across group project teams				
Need to share information with IT pros outside of their group				*
Need to provide timely information to appropriate groups				
Need to share feedback on content (e.g. accuracy, comment on blog)				

<sup>\*</sup> Only IT@UBC

	201.0		Business	SJOD	
Key Content	Managers	TAP	Busin	Stakehol.	
Alerts / News					
Project Status					
Service Requests / Status					
Events Calendars					-
Maintenance Window Calendars					
Technical Information				*	
Video - Townhalls					
Video - Educational/Training				*	
Client Information					
Client Service Level Commitments					

<sup>\*</sup> Only IT@UBC



communication, and services



Managers Directors



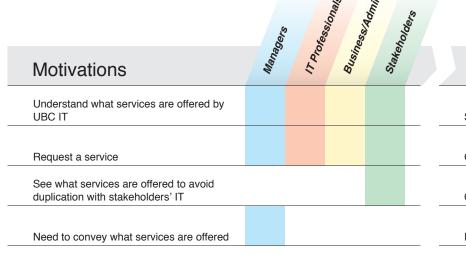
Service/Support Technical/Development Project Management Team Leads



Finance Communications Office Admin

## Stakeholders

Faculties Departments/Schools Administrators IT@UBC **Enterprise Customers** 



	S. G.		Business	Stakehou	SJOOLS
Key Content	Managers	ITATO	Busin	Stake,	
Service description					
General service level agreements					
Contact information					
Related systems and technical information					
Service requests / status					

	964.	T Profes	Business/A	Stakeholders
Expectations	Managere	17 Pro	Busin	Stake
Ability to find a service by topic or service name				
Ability to find a service by team who maintains the service				
Regular updates about what services are offered, pricing models, service level agreements, and terms and conditions				
Classification based on service catalogue				



Managers Directors

IT Professionals

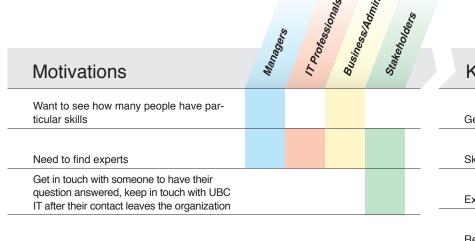
Service/Support Technical/Development Project Management Team Leads

Business/Admin

Finance Communications Office Admin

Stakeholders

Faculties Departments/Schools Administrators IT@UBC **Enterprise Customers** 



	Manager	17 Profes	Business/	Siakeholders
Key Content	euem	T A F	Busin	Siake
General contact information				
Skills				
Experience				
Reporting structure				
Current and past projects				
Working groups/committees				
Note: Stakeholders can search by skills/ex	xperience b	ut they sl	houldn't (	get an

individual's name and contact info. They should get a manager's contact info.

Expectations Ability to find all people who have a particular skill Find somebody that knows about X

Managers

Managers Directors

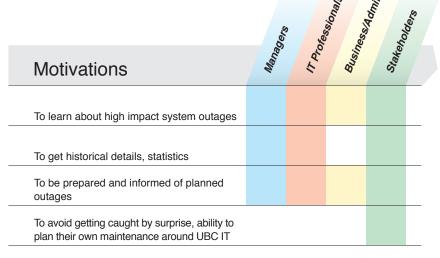
IT Professionals

Service/Support Technical/Development Project Management Team Leads

Business/Admin

Finance Communications Office Admin

# **Need Information about Outages**

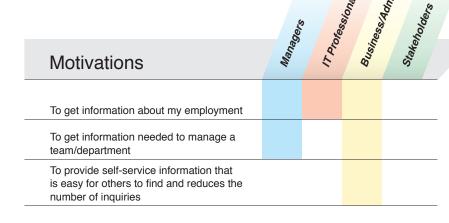


Key Content	Manage	17 programme	Busin	Stake,
Alerts about outages				
Notifications about planned outages				
Detailed information about outages (e.g. outage time, resolution, lessons learned, systems affected)				
Detailed information about planned outages (outage maintenance window time period, systems affected, maintenance upgrades)				

Expectations	Manage	IT Profe	Busines	Siakor
Notification of unexpected and planned outages				
Ability to get high-level view of all outages, statistics				
Ability to view detailed technical information about an outage and learn from issues and access follow up				
Notification of outages only about services that will affect them (if possible)				

Stakeholders

Faculties Departments/Schools Administrators IT@UBC **Enterprise Customers** 



	361.6	IT Profes	. SS.	190104
Key Content	Managere	TAP	Businessu	Stakeholder
HR information such as benefits, orientation, jobs, forms				
Information on hiring				
Personnel Files				
Health & Safety				
Success Stories				
Social Events				
Financial KPIs				
Vendor Contracts				
Finance information such as budgeting, expenses				
Overview of Groups and Committees				
Contractor Contracts				
Personnel KPIs				

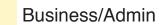
Expectations	Manager	17 Profes	Business	Stakeholl
One-stop shop for all information even if some of the content doesn't reside on the UBC IT intranet				
Moving paper-based documentation to electronic form				
Easy to know in which category to publish information				



Managers Directors

## IT Professionals

Service/Support
Technical/Development
Project Management
Team Leads



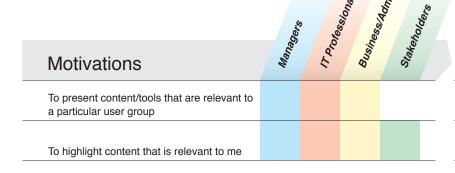
HR
Finance
Communications
Office Admin

## Stakeholders

Faculties
Departments/Schools
Administrators
IT@UBC
Enterprise Customers

Note: All audiences include both full time and term employees.

October 8th, 2010



	9.6		Business	Admin 21-	Stabil
Key Content	Managere	IT Prof.	Busine	Siakehou	
Quick links to commonly used tools					
Alerts / News					
My Favourite Content					
My Team Sites					_
My Projects					

## Expectations

Ability to personalize so that different information is presented based on either user profiles, or metadata in source content

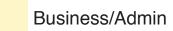
Ability for staff to have their own home page where their profile, picture, skills and relationships are stored and where they can store favourite links, documents, and events



Managers Directors



Service/Support Technical/Development Project Management Team Leads



Finance Communications Office Admin

## Stakeholders

Faculties Departments/Schools Administrators IT@UBC **Enterprise Customers** 



# Managers

Managers • Directors



### Margaret Campbell

Margaret has been working at UBC IT for 8 years, the last 2 years as a manager of her department. She has worked in the IT industry for her entire career in both the private and public sectors. She strongly believes in a customer-oriented approach to providing IT services and wants her department to focus on excellent customer service as well as innovative technical development.

She often needs to get information from the intranet and wants a tool that allows her to easily find information about projects, services, and people, allows her to collaborate with members of her working groups, and provides information and tools to help her manage her department.

"I want a site that provides one-stop shopping with easy access to all my content and tools."

#### **MOTIVATIONS EXPECTATIONS (FEATURES)** NEEDS Findability · Need to retrieve information from many different groups within UBC IT • Retrieve information that is both from UBC IT and other departments at UBC · Looking for information from other departments at UBC · Need to be able to search within specific types of content such as meeting minutes (Search, Navigation) · Looking for very specific information that is on their team's site Ability to capture metadata, and search for content by metadata tags · Need easy access to projects and services · Initial scope of search should be as wide as possible with additional methods for narrowing down search

## Project Information

- · To understand what new technologies and services are being introduced by UBC IT
- · Visibility into projects to ensure that duplicate efforts aren't happening
- · To get details about an active project that they are working on or a project they were assigned to in the past
- · To learn what and how projects/initiatives will affect their department

- · Users can indicate to the system that a particular search result is relevant to their query. The system will remember this indication and aid users the next time they search
- · Do not want to hunt around several sources. Would benefit from reporting solutions/ push notification (e.g. dashboards, alerts)
- · Have quick links to commonly used information
- Want fast access to their team sites, including their tools, request forms, projects, documentation
- · Need to be able to find information based on content, not just by department or organizational structure
- · Need to be able to thread or tie patterned information together, potentially across media (documents, emails etc.) by topic

#### · See a list of all projects with high-level project information

- The ability to filter a projects list by different parameters such as topic, project status or team name
- Ability to see 'their" projects, past and current (quick access to current)
- · Regular information updates on initiatives (new, updated, cancelled etc "status" possibly through a subscription or maybe a dashboard)

### **Key Content**

- · Budgeting/Financial Information
- Client Information
- · Client Service Level Commitments
- · Contractor Contracts
- Events Calendars
- Financial KPIs
- Groups and Committees Overview
- · Health & Safety
- HR Information
- · Benefits, orientation, jobs, forms
- Information on hiring
- Personnel Files
- IT Templates
- · Maintenance Window Calendars
- News
- · Operational / Procedural Information
- Outages
- · Alerts about outages
- Notifications about planned outages
- Detailed information about outages
- · Detailed information about planned outages
- People / Contact Information
- General contact information
- Skills
- Experience
- · Reporting Structure
- · Current & Past Projects
- Working Groups / Committees
- Personnel KPIs
- Policies
- · Project Information
- Project Overview
- · High Level Project Status
- All Project Schedules/Resourcing
- All Project Tasks/Milestones/Issues
- Project Templates
- Detailed project Information for project team members
- · Quick links to commonly used tools
- My Favourite Content
- My Team Sites
- My Projects
- Service Information
- · Service description
- · General Service Level Agreements
- Contact information
- Service requests / status
- Social Events
- · Success Stories
- · Technical Documentation
- Vendor Contracts
- Video Town Hall Meetings
- Video Educational/Training

October 8th, 2010 10 UBC IT Intranet Redesign Intranet Redesign: Personas



# Managers (continued)

NEEDS	MOTIVATIONS	EXPECTATIONS (FEATURES)
Collaboration & Sharing	<ul> <li>Want to share with stakeholders and across group project teams</li> <li>Need to provide timely information to appropriate groups</li> <li>Need to share feedback on content (e.g. accuracy, comment on blog)</li> </ul>	<ul> <li>Users are able to get alerts, notifications and communication feeds. They can subscribe/unsubscribe from sources</li> <li>Ability to have a shared view of UBC calendars such as academic and business calendar for scheduling projects, holidays, outages to understand impacts on other activities</li> <li>Ability to link to social networks both public (facebook) and internal (forum, blogs)</li> <li>Ability to provide feedback on content, communication, and services</li> </ul>
Services	<ul> <li>Understand what services are offered by UBC IT</li> <li>Request a service</li> <li>Need to convey what services are offered</li> </ul>	Ability to find a service by topic or service name     Classification based on service catalogue
People & Skills	Want to see how many people have particular skills     Need to find experts	Ability to find all people who have a particular skill     Find somebody that knows about X
Outages	<ul> <li>To learn about high-impact system outages</li> <li>To get historical details, statistics</li> <li>To be prepared and informed of planned outages</li> </ul>	<ul> <li>Notification of unexpected and planned outages</li> <li>Ability to get high-level view of all outages, statistics</li> <li>Ability to view detailed technical information about an outage and learn from issues and access follow up</li> </ul>
HR & Finance Information	<ul> <li>To get information about my employment</li> <li>To get information needed to manage a team/department</li> </ul>	<ul> <li>One-stop shop for all information even if some of the content doesn't reside on the UBC IT intranet</li> <li>Moving paper-based documentation to electronic form</li> </ul>
Personalization	<ul> <li>To present content/tools that are relevant to a particular user group</li> <li>To highlight content that is relevant to me</li> </ul>	<ul> <li>Ability to personalize so that different information is presented based on either user profiles, or metadata in source content</li> <li>Ability for staff to have their own home page where their profile, picture, skills and relationships are stored and where they can store favourite links, documents, and events</li> </ul>

Intranet Redesign: Personas



## IT Professionals

Service/Support • Technical/Development • Project Management • Team Leads



#### Roger Lee

Roger has been with UBC IT for 3 years working as a technical analyst. Previously, he worked in IT departments in large corporations but decided to move to a university setting because he thought he'd get a chance to work with a wider range of technologies.

He goes to the intranet to access his team site and looks at his team's technical documentation. He wants an easy way to find (either by searching or browsing) technical documentation by topic, as well as quick access to the projects he works on and the tools he frequently accesses.

· Visibility into projects to ensure that duplicate efforts aren't happening

· To get details about an active project that they are working on or a

· To learn what and how projects/initiatives will affect their department

project they were assigned to in the past

"I want to find technical documentation quickly – I need a powerful search that works"

• The ability to filter a projects list by different parameters such as topic, project status or team name

· Regular information updates on initiatives (new, updated, cancelled etc - "status" possibly through a

Ability to see 'their" projects, past and current (quick access to current)

subscription or maybe a dashboard)

#### NEEDS MOTIVATIONS **EXPECTATIONS (FEATURES)** Findability · Need to retrieve information from many different groups within UBC IT · Retrieve information that is both from UBC IT and other departments at UBC · Looking for information from other departments at UBC · Need to be able to search within specific types of content such as meeting minutes (Search, Navigation) · Looking for very specific information that is on their team's site Ability to capture metadata, and search for content by metadata tags · Need easy access to projects and services · Initial scope of search should be as wide as possible with additional methods for narrowing down search • Users can indicate to the system that a particular search result is relevant to their query. The system will remember this indication and aid users the next time they search · Do not want to hunt around several sources. Would benefit from reporting solutions/ push notification (e.g. dashboards, alerts) · Have guick links to commonly used information · Want fast access to their team sites, including their tools, request forms, projects, documentation · Need to be able to find information based on content, not just by department or organizational structure · Need to be able to thread or tie patterned information together, potentially across media (documents, emails etc.) by topic **Project Information** · To understand what new technologies and services are being intro-· See a list of all projects with high-level project information

### **Key Content**

- Client Information
- · Client Service Level Commitments
- Events Calendars
- Groups and Committees Overview
- · Health & Safety
- HR Information
- · Benefits, orientation, jobs, forms
- IT Templates
- · Maintenance Window Calendars
- News
- Operational / Procedural Information
- Outages
- Alerts about outages
- Notifications about planned outages
- · Detailed information about outages
- Detailed information about planned outages
- People / Contact Information
- General contact information
- Skills
- Experience
- Reporting Structure
- · Current & Past Projects
- · Working Groups / Committees
- Policies
- Project Information
- Project Overview
- · High Level Project Status
- All Project Schedules/Resourcing
- · All Project Tasks/Milestones/Issues
- Project Templates
- Detailed project information for project team members
- Quick links to commonly used tools
- My Favourite Content
- My Team Sites
- My Projects
- Service Information
- Service information
   Service description
- General service level agreements
- General Service level agreeme
- Contact information
- Related systems and technical information
- Service requests / status
- Social Events
- Success Stories
- Technical Documentation
- Vendor Contracts
- Video Town Hall Meetings
- · Video Educational/Training

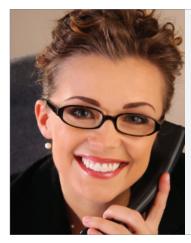
# IT Professionals (continued)

NEEDS	MOTIVATIONS	EXPECTATIONS (FEATURES)
Collaboration & Sharing	<ul> <li>Want to share with stakeholders and across group project teams</li> <li>Need to share information with IT pros outside of their group</li> <li>Need to provide timely information to appropriate groups</li> <li>Need to share feedback on content (e.g. accuracy, comment on blog)</li> </ul>	<ul> <li>Users are able to get alerts, notifications and communication feeds. They can subscribe/</li> <li>and unsubscribe from sources</li> <li>Ability to have a shared view of UBC calendars such as academic and business calendar for scheduling projects, holidays, outages to understand impacts on other activities</li> <li>Ability to link to social networks both public (facebook) and internal (forum, blogs)</li> <li>Ability to provide feedback on content, communication, and services</li> </ul>
Services	<ul> <li>Understand what services are offered by UBC IT</li> <li>Request a service</li> </ul>	<ul> <li>Ability to find a service by topic or service name</li> <li>Ability to find a service by team who maintains the service</li> <li>Classification based on service catalogue</li> </ul>
People & Skills	Need to find experts	Find somebody that knows about X
Outages	<ul> <li>To learn about high-impact system outages</li> <li>To get historical details, statistics</li> <li>To be prepared and informed of planned outages</li> </ul>	<ul> <li>Notification of unexpected and planned outages</li> <li>Ability to get high-level view of all outages, statistics</li> <li>Ability to view detailed technical information about an outage and learn from issues and access follow up</li> <li>Notification of outages only about services that will affect them (if possible)</li> </ul>
HR & Finance Information	To get information about my employment	<ul> <li>One-stop shop for all information even if some of the content doesn't reside on the UBC IT intranet</li> <li>Moving paper-based documentation to electronic form</li> </ul>
Personalization	<ul> <li>To present content/tools that are relevant to a particular user group</li> <li>To highlight content that is relevant to me</li> </ul>	<ul> <li>Ability to personalize so that different information is presented based on either user profiles, or metadata in source content</li> <li>Ability for staff to have their own home page where their profile, picture, skills and relationships are stored and where they can store favourite links, documents, and events</li> </ul>



## **Business / Administration**

Human Resources • Finance • Communications • Office Administration



#### Joan Lancaster

Joan has been the office manager at UBC IT for 4 years. Previously, she worked in the Faculty of Arts and the Faculty of Medicine at UBC. She's always worked in an academic setting and understands how universities work and how to navigate university bureaucracy.

Joan publishes a lot of information to the intranet that should be readily accessible to all employees. She wants to have clear categories so she knows exactly where to publish content. She also wants easy ways to notify people that content has been added or updated. "I often need to email people a link to content on the intranet. It would be nice if I could easily alert people instead of copying these long URLs into an email."

### igg angle MOTIVATIONS igg angle EXPECTATIONS (FEATURES)

### Findability

NEEDS

(Search, Navigation)

- · Need to retrieve information from many different groups within UBC IT
- Looking for information from other departments at UBC
- · Looking for very specific information that is on their team's site
- · Need easy access to projects and services
- Publish content in multiple sections of the intranet

#### · Retrieve information that is both from UBC IT and other departments at UBC

- Need to be able to search within specific types of content such as meeting minutes
- · Ability to capture metadata, and search for content by metadata tags
- Initial scope of search should be as wide as possible with additional methods for narrowing down search
- results
- Users can indicate to the system that a particular search result is relevant to their query. The system will remember this indication and aid users the next time they search
- Do not want to hunt around several sources. Would benefit from reporting solutions/ push notification (e.g. dashboards, alerts)
- · Have quick links to commonly used information
- Want fast access to their team sites, including their tools, request forms, projects, documentation
- · Need to be able to find information based on content, not just by department or organizational structure
- Need to be able to thread or tie patterned information together, potentially across media (documents, emails etc.) by topic
- · Global site organization is scalable

#### **Project Information**

- To understand what new technologies and services are being introduced by UBC IT
- To learn what and how projects/initiatives will affect their department

- See a list of all projects with high-level project information
- Regular information updates on initiatives (new, updated, cancelled etc "status" possibly through a subscription or maybe a dashboard)

#### Collaboration

& Sharing

- Want to share with stakeholders and across group project teams
- Need to provide timely information to appropriate groups
- Need to share feedback on content (e.g. accuracy, comment on blog)

## Users are able to get alerts, notifications and communication feeds. They can subscribe/unsubscribe from sources.

- Ability to have a shared view of UBC calendars such as academic and business calendar for scheduling projects, holidays, outages to understand impacts on other activities
- Ability to link to social networks both public (facebook) and internal (forum, blogs)
- Ability to provide feedback on content, communication, and services

#### Key Content

- Budgeting/Financial Information
- Client Information
- Client Service Level Commitments
- Contractor Contracts
- Events Calendars
- Financial KPIs
- Groups and Committees Overview
- Health & Safety
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- · Benefits, orientation, jobs, forms
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- Video Town Hall Meetings
- · Video Educational/Training

Analytic Design Group

# Business / Administration (continued)

NEEDS	MOTIVATIONS	EXPECTATIONS (FEATURES)
Collaboration & Sharing	<ul> <li>Want to share with stakeholders and across group project teams</li> <li>Need to provide timely information to appropriate groups</li> <li>Need to share feedback on content (e.g. accuracy, comment on blog)</li> </ul>	<ul> <li>Users are able to get alerts, notifications and communication feeds. They can subscribe/unsubscribe from sources</li> <li>Ability to have a shared view of UBC calendars such as academic and business calendar for scheduling projects, holidays, outages to understand impacts on other activities</li> <li>Ability to link to social networks both public (facebook) and internal (forum, blogs)</li> <li>Ability to provide feedback on content, communication, and services</li> </ul>
Services	<ul> <li>Understand what services are offered by UBC IT</li> <li>Request a service</li> </ul>	Ability to find a service by topic or service name     Classification based on service catalogue
People & Skills	<ul> <li>Want to see how many people have particular skills</li> <li>Need to find experts</li> </ul>	<ul> <li>Ability to find all people who have a particular skill</li> <li>Find somebody that knows about X</li> </ul>
Outages	<ul> <li>To learn about high-impact system outages</li> <li>To be prepared and informed of planned outages</li> </ul>	Notification of unexpected and planned outages
HR & Finance Information	<ul> <li>To get information about my employment</li> <li>To get information needed to manage a team/department</li> <li>To provide self-service information that is easy for others to find and reduces the number of inquiries</li> </ul>	<ul> <li>One-stop shop for all information even if some of the content doesn't reside on the UBC IT intranet</li> <li>Moving paper-based documentation to electronic form</li> <li>Easy to know in which category to publish information</li> </ul>
Personalization	<ul> <li>To present content/tools that are relevant to a particular user group</li> <li>To highlight content that is relevant to me</li> </ul>	<ul> <li>Ability to personalize so that different information is presented based on either user profiles, or metadata in source content</li> <li>Ability for staff to have their own home page where their profile, picture, skills and relationships are stored and where they can store favourite links, documents, and events</li> </ul>



# Stakeholders

Faculties • Departments/School • Administrators • IT @ UBC • Enterprise Customers



### Pete Logan

Pete has been working in the Faculty of Science as IT Operations Manager for the past 3 years. He has a close working relationship with UBC IT and is in contact with different people at UBC IT on a weekly basis.

He wants the intranet to provide information about what UBC IT is doing, especially on what projects they are working on and what services they offer. He also wants to be able to find experts at UBC IT.

"I'm generally happy with the service I get from UBC IT but I want even more collaboration between the different IT groups on campus."

#### NEEDS **MOTIVATIONS EXPECTATIONS (FEATURES)** Findability · Need to retrieve information from many different groups within UBC IT · Retrieve information that is both from UBC IT and other departments at UBC · Looking for information from other departments at UBC Need to be able to search within specific types of content such as meeting minutes (Search, Navigation) · Need easy access to projects and services · Ability to capture metadata, and search for content by metadata tags · Initial scope of search should be as wide as possible with additional methods for narrowing down search · Users can indicate to the system that a particular search result is relevant to their query. The system will remember this indication and aid users the next time they search · Do not want to hunt around several sources. Would benefit from reporting solutions/ push notification (e.g. dashboards, alerts) · Have quick links to commonly used information · Need to be able to find information based on content, not just by department or organizational structure · Need to be able to thread or tie patterned information together, potentially across media (documents, emails etc.) by topic **Project Information** • To understand what new technologies and services are being introduced by UBC IT · See a list of all projects with high-level project information · Visibility into projects to ensure that duplicate efforts aren't happening • The ability to filter a projects list by different parameters such as topic, project status or team name · To get details about an active project that they are working on or a project they were as- Ability to see 'their" projects, past and current (quick access to current) signed to in the past · Regular information updates on initiatives (new, updated, cancelled etc - "status" possibly through a · To learn what and how projects/initiatives will affect their department subscription or maybe a dashboard)

### **Key Content**

- · Client Information
- Client Service Level Commitments
- Groups and Committees Overview
- IT Templates
- Maintenance Window Calendars
- News Outages
- Alerts about outages
- Notifications about planned outages
- Detailed information about outages
- · Detailed information about planned out-
- People / Contact Information
- · General contact information
- Skills\*
- Experience\*
- Reporting Structure
- · Current & Past Projects
- Working Groups / Committees
- Project Information
- Project Overview
- · High Level Project Status
- All Project Schedules/Resourcing
- All Project Tasks/Milestones/Issues
- Project Templates
- Detailed project information for project team members
- Quick links to commonly used tools
- My Favourite Content
- My Projects
- Service Information
- Service description
- · General service level agreements
- · Contact information
- Service requests / status
- Technical Documentation (only IT @ UBC)
- · Video Town Hall Meetings
- · Video Educational/Training (only IT @ UBC)
- · \*Stakeholders can search by skills/experience but they shouldn't get an individual's name and contact info. They should get a manager's contact info.

Analytic Design Group

# Stakeholders (continued)

NEEDS	MOTIVATIONS	EXPECTATIONS (FEATURES)
Collaboration & Sharing	<ul> <li>Want to share with stakeholders and across group project teams</li> <li>Need to share information with IT pros outside of their group (only IT @ UBC)</li> <li>Need to provide timely information to appropriate groups</li> <li>Need to share feedback on content (e.g. accuracy, comment on blog)</li> </ul>	<ul> <li>Users are able to get alerts, notifications and communication feeds. They can subscribe/unsubscribe from sources</li> <li>Ability to have a shared view of UBC calendars such as academic and business calendar for scheduling projects, holidays, outages to understand impacts on other activities</li> <li>Ability to provide feedback on content, communication, and services</li> </ul>
Services	<ul> <li>Understand what services are offered by UBC IT</li> <li>Request a service</li> <li>See what services are offered to avoid duplication with stakeholders' IT</li> </ul>	<ul> <li>Ability to find a service by topic or service name</li> <li>Regular updates about what services are offered, pricing models, service level agreements, and terms and conditions</li> <li>Classification based on service catalogue</li> </ul>
People & Skills	<ul> <li>Need to find experts</li> <li>Get in touch with someone to have their question answered, keep in touch with UBC IT after their contact leaves the organization</li> </ul>	Find somebody that knows about X
Outages	<ul> <li>To learn about high-impact system outages</li> <li>To get historical details, statistics</li> <li>To be prepared and informed of planned outages</li> <li>To avoid getting caught by surprise, ability to plan their own maintenance around UBC IT</li> </ul>	<ul> <li>Notification of unexpected and planned outages</li> <li>Ability to get high-level view of all outages, statistics</li> <li>Ability to view detailed technical information about an outage and learn from issues and access follow up</li> <li>Notification of outages only about services that will affect them (if possible)</li> </ul>
Personalization	<ul> <li>To present content/tools that are relevant to a particular user group</li> <li>To highlight content that is relevant to me</li> </ul>	Ability to personalize so that different information is presented based on either user profiles, or metadata in source content

