



Maastricht University

*Leading
in Learning!*

Improving Information Search & Retrieval for Students

Making information available where and when it is needed

**Architectural design
from
Student perspective**

AGENDA

A. Student perspective

- How cumbersome is Information Search & Retrieval currently at UM?
- Mockup: how would it ideally look like?

B. Technological perspective

- Today's technological solutions
- Bringing them together (selecting/filtering)
- SAP product strategy & portfolio

AGENDA

A. Student perspective

- How cumbersome is Information Search & Retrieval currently at UM?

*Grandpa was a carpenter
He built houses stores and banks
Chain smoked Camel cigarettes
And hammered nails in planks
He was level on the level
And shaved even every door
And voted for Eisenhower
Cause Lincoln won the war.*

John Prine

ICT Servicecentre

My UM Maastricht University

[Mijn studie](#) [My Timetable](#)[Home](#) [Admissions](#) [Courses](#) [Exams](#) [Library](#) [ICTS SelfServiceDesk](#) [Room Booking](#)

Student Services

[Medezeggenschap](#)[Gebruik je UM-e-mailaccount via webmail](#)[Downloaden machtiging betaling collegegeld](#)[Studentenmonitor](#)

Intranetten

- [Mijn FdR >>](#)
- [Mijn UCM >>](#)
- [Mijn FASoS >>](#)

Service Centra

- [Administratief Service Centrum >>](#)
- [Facilitaire Dienst >>](#)
- [ICT Service Centrum >>](#)
- [Studenten Service Centrum >>](#)
- [Universiteitsbibliotheek >>](#)
- [Talencentrum >>](#)

Quick links

- [EleUM >>](#)
- [Formulier nieuwsbericht >>](#)
- [Observant >>](#)
- [Instructiefilm:After admissions >>](#)
- [UM in het nieuws >>](#)
- [FAQ's >>](#)

Laatste nieuws

- ▶ [KnowledgeEngineering@Work >>](#)
- ▶ [KnowledgeEngineering@Work >>](#)
- ▶ [Unieke samenwerking tussen universiteit en regionale bedrijfsleven >>](#)
- ▶ [Meer nieuws](#)

Aankomende evenementen

- ▶ 10 december 2013
[Informatiesessie research master Arts-Klinisch Onderzoeker >>](#)
- ▶ [Meer evenementen](#)

UM SPORT

Webshop >>

maastricht-students.com
OUR LIFE, OUR BLOG



My UM Maastricht University

My study My Timetable

Home Admissions Courses Exams **Library ICTS SelfServiceDesk Room Booking**

Home

A-Z index

Academische kalenders

Afstuderen (en uitschrijven)

Meldpunt klachten

Onderwijs

Onderwijsbalie

Studeren in het buitenland

Studieadviseurs

Toetsinformatie

Overige informatie

Welkom op de startpagina voor rechtenstudenten



- [Elektronische leeromgeving \(EleUM\) >>](#)
- [ICT Service Centre \(ICTS\) >>](#)
- [Printing on Demand \(POD\), the Docshop >>](#)
- [Student Service Centrum \(SSC\) >>](#)
- [UB Anywhere >>](#)
- [Universiteits Bibliotheek \(UB\) >>](#)
- [Informatie Universiteits Bibliotheek \(UB\) voor nieuwe Bachelor studenten >>](#)

Snel naar

- [Blokbeschrijvingen >>](#)
- [Inschrijfdata onderwijs >>](#)
- [Inschrijven toetsen >>](#)
- [Law Student Messages >>](#)
- [Openingstijden balie >>](#)
- [Toetsroosters >>](#)
- [Toetsresultaten en Toetsinzage >>](#)

Vind snel het
antwoord op
je vraag >>

Electronic Service Centre

Wat ga JIJ
betalen?
Collegegeldwijzer

Oxford Brookes -
Maastricht Graduate
Diploma in Law (GDL)
Unique conversion course >

How-to

Verbeteringen
enquête

Lesrooster
op je
smartphone

My Study

My Timetable
Wayfinding i
School's Info
SurfYourSelf
Facilities at th
Portal Informa
Library

Direct to...

Student A-
Internationa
Academic ca
Outline stud
Course info
Registration
List of abbrev
Study informa
Getting starte
Disabled stud
Topsporters
Incoming Exch
Housing
Study associa
My Talkin' Bus
SCOPE Bookst

My UM Maastricht University

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My UCM

Home

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Academic Calendar

Academic Rules and Regulations

Education

Office of Academic Advising

Graduation

Semester Abroad

UCM Organization

UCM Building and IT Services

UM Services

Social Information

Intranet Site University College Maastricht

Welcome at the UCM intranet site!

On this site you will find all relevant information concerning your studies at University College Maastricht.

Please do not hesitate to contact the Office of Student Affairs in case you miss anything on these pages.

ucm-studentaffairs@maastrichtuniversity.nl



ELEUM

Library



UCM Master Orientation Tool

Course Registration

SUMMARY OF PROBLEMS

- Multiple logins
- Fragmented information
- Time consuming navigation
- Information overload
- Many features are:
 - not used
 - outdated
- No standardized approach across different faculties
- Inheritance from grandpa: **NEEDS FUNDAMENTAL IMPROVEMENT**

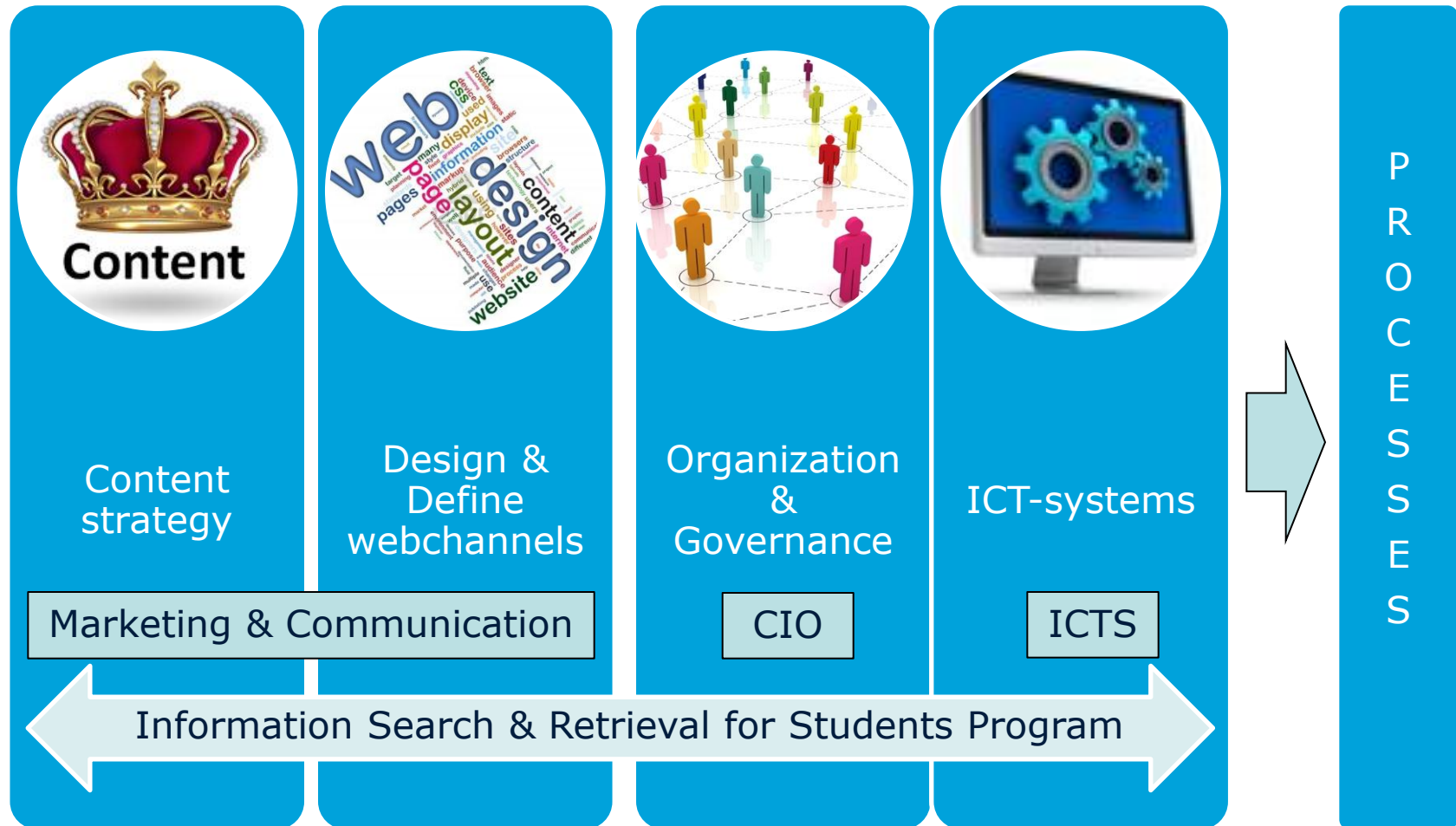


GOALSETTING FOR STUDENT INFORMATION SEARCH & RETRIEVAL

The new student portal will be the leading communication channel through which our students can access their personal information with any device anytime, anywhere.

General information must be available through other digital communication channels → content-strategy for websites, apps, social media, student desktop.

WHO IS INVOLVED?



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- Today's technological solutions
- Bringing them together (selecting/filtering)
- SAP product strategy & portfolio

HOW DID INFORMATION SEARCH & RETRIEVAL EVOLVE?



DEMO

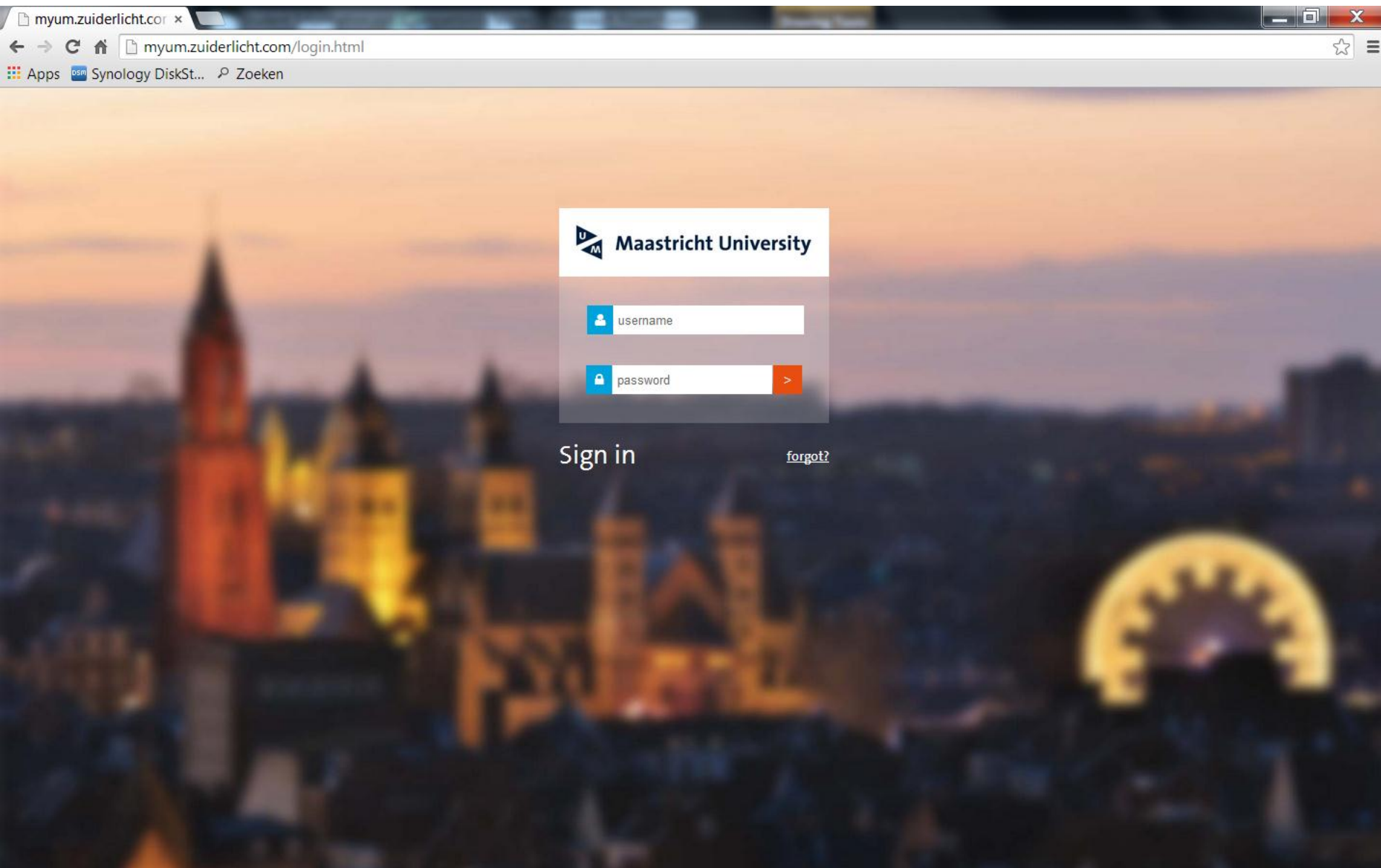
What do students expect?

myum.zuiderlicht.com

Students asked

Mockup designed






myum.zuiderlicht.cor x

myum.zuiderlicht.com/login.html

Apps Synology DiskSt... Zoeken


 **Maastricht University**

>

Sign in [forgot?](#)



MyUM



Luka Delsing
MA student LAW

My Courses 15

My Timetable

My Webmail 7

Find People

UM Launchpad

My Documents

Logout

Feedback

< 28 >
Tuesday

11:00 - 13:00 UNS40 A0.771
[Healthcare from a business perspective](#)

13:30 - 15:30 UNS40 A0.771
[Solving health diasters](#)
different location

My Timetable

Deadlines

Sep 23 - Sep 29
[Registration for exams period 1](#)

Oct 28 - Nov 24
[Registration for courses period 4](#)

Nov 18 - Nov 24
[Registration for resits period 1](#)

Nov 18 - Nov 24
[Registration for exams period 2](#)

My Deadlines

General messages

No Institution Announcements have been posted in the last 7 days

LAW Students 20 sep
Inschrijven toetsen periode 1 /
Registration exams period 1

Globalisation and Law 18 sep
Tomorrow all classes are cancelled.

All General Messages

TIP

you can now manage
your files in the cloud:
my documents

ICT Servicecentre




MyUM

myum.zuiderlicht.com/acad-reflectie.html

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My Documents

Logout Feedback

< My Courses

Advanced international law
2012-100-IER4007
7 ECTS

Course Messages 2 Course Forum 1


Course Material

- Course information
 - ALL course book 2012-2013 [view](#) [download](#)
- Presentations
- Lecture recordings
- Last years exam
- Articles
- Bonus points
- Links

Assignments

- ☒ Week 1 23% plagiarism [view](#)
- ☐ Week 2 [deadline 03.08.2013] [view assignment](#) [upload](#)
- ☐ Week 3 [deadline 10.08.2013] [view assignment](#) [upload](#)


myum.zuiderlicht.com/mycourses.html



MyUM x
myum.zuiderlicht.com/acad-reflectie.html

Apps Synology DiskSt... Zoeken

MyUM



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MA student LAW

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- My Timetable
- My Webmail 7
- Find People
- UM Launchpad
- My Documents

Logout Feedback

< My Courses

Advanced international law

2012-100-IER4007
7 ECTS

Course Messages

Advanced international law

All (2) Announcements Course Material

Revised grades Resit 19 June 2013 15 jul by Jan Eijbouts

Results Resit 19 June 2013 28 jun by Jan Eijbouts

In case you have failed the regular exam 30 jun by J. Post

Message of last Friday 21 Jun 2013 28 jun by J. Post

Resit exam 27 jun by J. Post


New article on international law 16 jun by J. Post

print

Assignments

- ☒ Week 1 23% plagiarism [view](#)
- ☐ Week 2 [deadline 03.08.2013] [view assignment](#) [upload](#)
- ☐ Week 3 [deadline 10.08.2013] [view assignment](#) [upload](#)
- ☐ Week 3 [deadline 10.08.2013] [view assignment](#) [upload](#)

MyUM



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MA student LAW

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< My Courses

Advanced international law
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Course Messages

Advanced international law

All (2)

Announcements

Course Material

Revised grades Resit 19 June 2013

15 jul by Jan Eijsbouts

To those CSR students who participated in the CSR Resit of 19 June 2013,

Further to a pertinent request by a number of students the Planning Group has reassessed the grading process of the CSR Resit of 19 June 2013. The Planning Group has concluded that such reassessment is justified indeed based on the interpretation part in question 2. The topic of transparency and disclosure has not been discussed at the tutorials. Although the factual aspects of this question should have posed no problems to the students (I even informed all students, that the 2003 EU Mandatory Framework on Transparency on Non-financials may be adapted by the recently introduced draft EU Directive, adding that this new draft of course would not be part of the exam), the interpretation aspects included in the question apparently might have been addressed better in the tutorials as well. Therefore, it was decided to increase the final grades of all participants in the resit exam with 1 point. The schedule with the revised grades will be filed with the Exams Office.

I trust that this will be welcomed as a matter of fairness by those who participated in the resit exam.

With best regards,

Prof. Jan Eijsbouts, Course Coordinator.

Results Resit 19 June 2013


28 jun by Jan Eijsbouts

In case you have failed the regular exam

30 jun by J. Post

ICT Servicecentre

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MA student LAW

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Feedback

Week

Month


Year

All

Classes


Deadlines

May 2013

28 Tue	10:00-11:00	Health care from a business perspective UN540 A0.771 Lecture: Preparation "How to pitch your team's innovative idea" / 01
	13:30 - 15:30	Health care from a business perspective UN540 A0.771 Lecture: Integral management / knowledgequiz / 01
	 UM library The loan period on "Human rights for dummies" expires today <input type="button" value="extend"/>	
29 Wed	11:00 - 13:00	Health care from a business perspective UN540 A0.736 Lecture: Writing skills / 03 by Lesley-Ann Menzies
	30 Thu	08:30 - 13:00 Health care from a business perspective UN540 A0.736 Lecture: Pitch your team's innovative idea / 01

June 2013

6 Thu	13:00 - 16:00	Health care from a business perspective FOR100 MECC Westhal <input type="button" value="Exam"/>
	10	08:30 - 10:30 Solving Health Disasters UN540 B0.673




MyUM

myum.zuiderlicht.com/mywebmail.html

Apps Synology DiskSt... Zoeken

MyUM



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Logout Feedback

My Webmail

→ [use Microsoft WebMail](#)

→ [connect to your own email program](#)

[Write Mail](#) [Tag Filter](#)

	Manon Gorissen	Meeting on friday is cancelled	UM News x	UM Communication x	Nov 21	
	Michiel van Hoorn	Extra assignment exercises for BMZ2012-300			Nov 20	
		Jaqueline Janssen	Last years exam International Business Development	UM News x	Nov 16	
	Nicole Hanssen	Notes from the meeting yesterday			Nov 13	
	J.J.A. van den Berg	We are looking for students that want to participate in the student council			Nov 12	
		R. Rademakers	Final draft of "Kennisas" document		Nov 12	
	Manon Gorissen	The new website of the UM is online			Nov 12	
	Luka Delsing	Student Project Team meeting schedule			Nov 12	
	Jeroen van der Schaaf	Invitation to the opening of the new FHML building			Nov 12	
	Tim Cook	My thoughts on the new golden iPhone			Nov 9	
	Steve Ballmer	10 reasons why I will retire from Microsoft this year			Nov 6	
	Student Service Desk	RE: until what time is the SSC open?			Nov 1	
	Julia Smeets	SG program 2013			Oct 29	
	Manon Gorissen	Results of the first student polls			Oct 28	
	Coffeelovers	Student discount codes			Oct 25	
	UM ICT Support	Your new password			Oct 25	
		Luka Delsing	Contact information Student Project Team		Oct 25	


Links

17:43 18-4-2014

MyUM x myum.zuiderlicht.com/findpeople.html

Apps Synology DiskSt... Zoeken

MyUM



Luka Delsing
MA student LAW

- My Courses 15
- My Timetable
- My Webmail 7
- Find People**
- UM Launchpad
- My Documents

Logout Feedback

Find People

jan


☐ Staff ☐ Students

Staff

[Dr. M. Janssen](#) FHML
[B.J.A. Janssen](#) FHML
[R. Janssen](#) FASOS & OSA
[J.J.G. \(Jaap\) Janssen](#) SSC / SG
[Msc. S.A.L.M. Janssen](#) SBE
[S. Janssen](#) LAW
[E.H.M. \(Elianne\) Janssen](#) LAW
[G.M.J. \(Ger\) Janssen](#) FHML
[Ir. R.J.H.L. \(Rosanne\) Janssen](#) FPN

Students

[Jan Gorissen](#) FPN
[Evert-Jan van Hoorn](#) LAW




MyUM







myum.zuiderlicht.com/umlinks.html



Apps Synology DiskSt... Zoeken

MyUM












Luka Delsing
MA student LAW

-  My Courses **15**
-  My Timetable
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-  **UM Launchpad**
-  My Documents

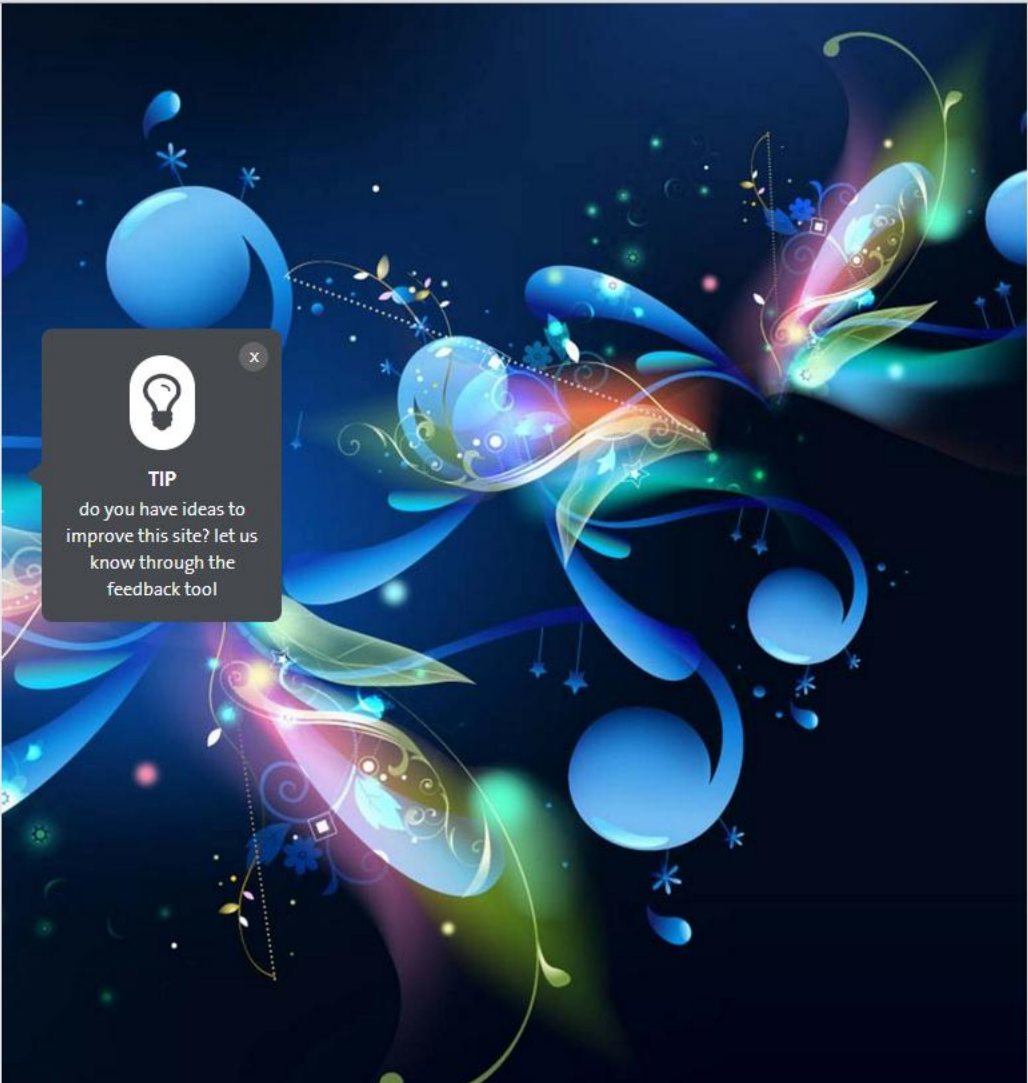
 Logout  Feedback

Launchpad

-  **UM Library**
find books and articles
-  **UM Library rooms**
book a room in the library
-  **My UM Library books**
extend loan period
-  **Roombooking**
book a room for a meeting
-  **Study units**
book a computer unit
-  **Food services**
check the cafeteria menu's
-  **FAQ**
the answer to your questions
-  **Supprt desks**
the place to get support



TIP
do you have ideas to improve this site? let us know through the feedback tool




MyUM







myum.zuiderlicht.com/cloud.html


Apps Synology DiskSt... Zoeken



MyUM



Luka Delsing
MA student LAW









-  My Courses **15**
-  My Timetable
-  My Webmail **7**
-  Find People
-  UM Launchpad
-  My Documents






 Logout  Feedback

Document manager

Course Material

-  Corporate social responsibility
 -  Research for assignment 1
-  International criminal law
-  International development law
-  International human rights law
-  International trade law
-  Bonus points
-  Links


 New folder  Upload file



MyUM x myum.zuiderlicht.com/cloud.html#

Apps Synology DiskSt... Zoeken

MyUM



Luka Delsing
MA student LAW

- My Courses 15
- My Timetable
- My Webmail 7
- Find People
- UM Launchpad
- My Documents

Logout Feedback

Document manager

Course Material

- Corporate social responsibility
 - Research for assignment 1
- International criminal law
- International development law
- International human rights law
- International trade law
- Bonus points
- Links

New folder Upload file

Send us a message

Give feedback or ask for help...

Next →

ATTENTION !

- This mockup is a first conceptual design for a new student portal and of tentative nature,
- The application is new as well as stand-alone,
- Existing systems are subject to change and ongoing renewal,
- Processes will change,
- Deadline is not known yet,
- Budget is not known yet,

All the facts and findings will inevitably lead to changes and concessions to this first set of ideas with regard to Information Search & Retrieval for Students

AGENDA

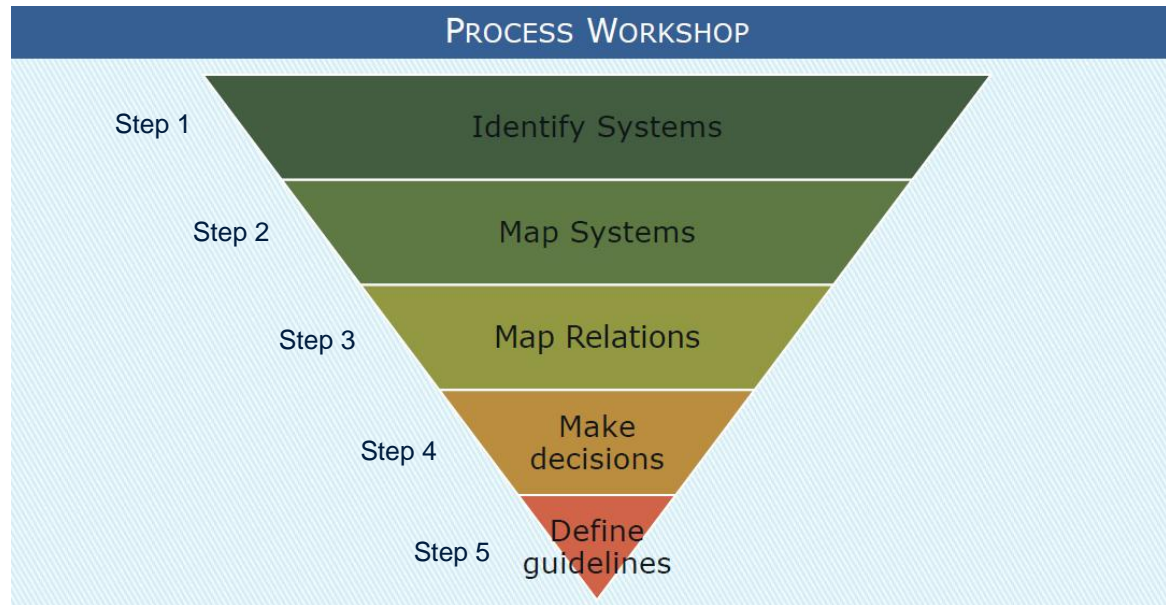
A. Student perspective

- How cumbersome is Information Search & Retrieval currently at UM?
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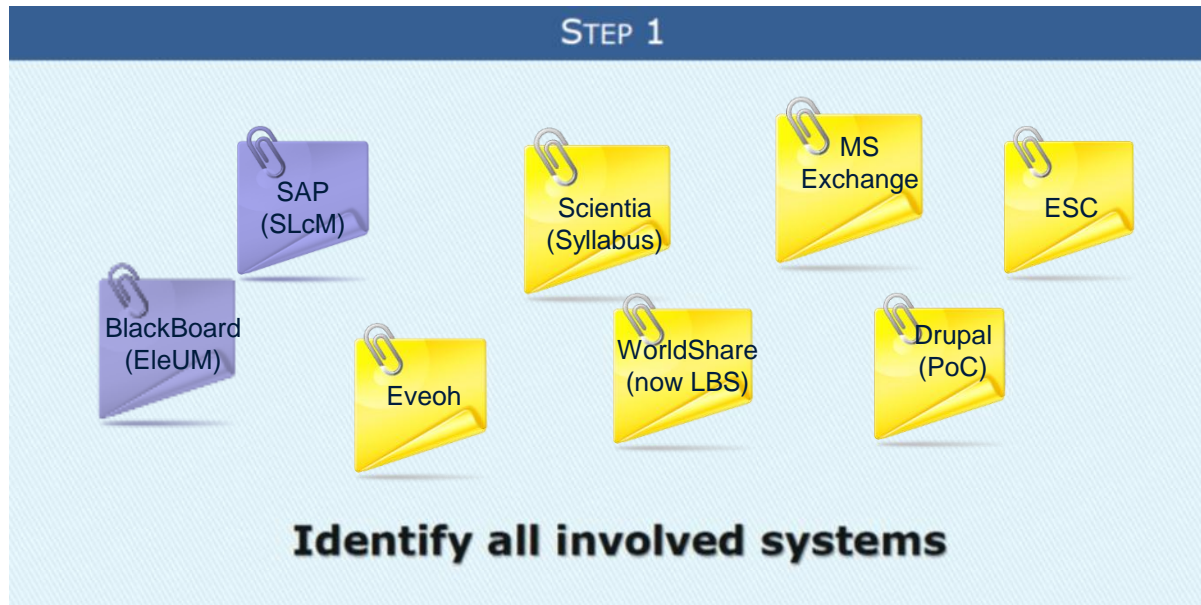
B. Technological perspective

- Today's technological solutions
- Bringing them together (selecting/filtering)
- SAP product strategy & portfolio

STEPWISE APPROACH



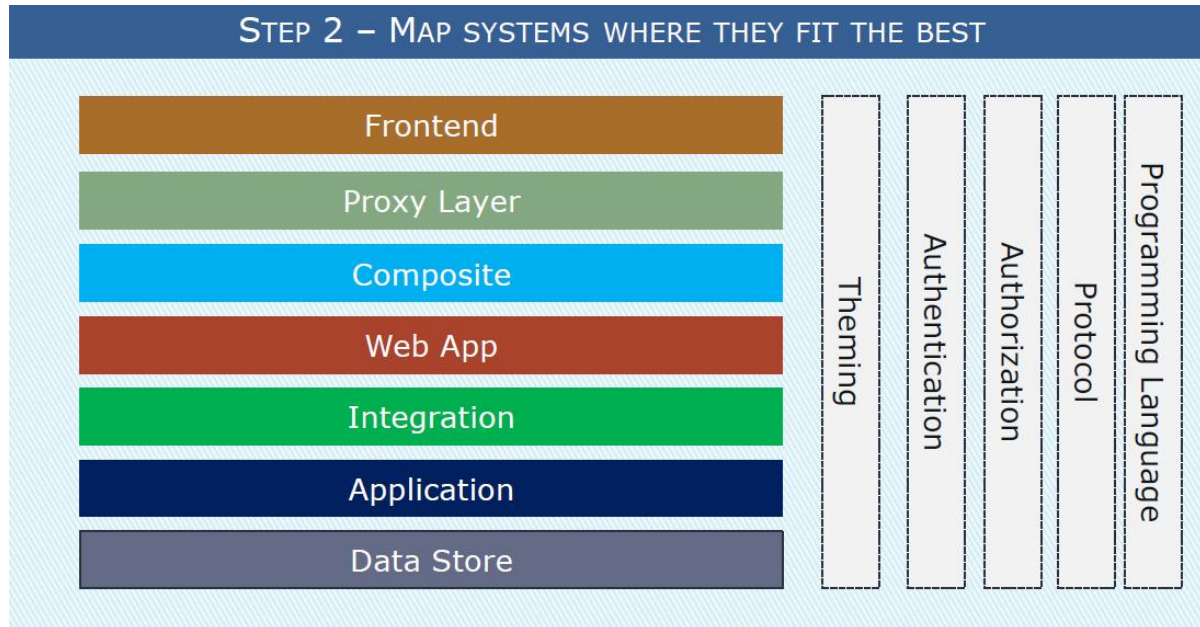
STEP 1: SYSTEMS INVOLVED



Most relevant:

- SAP
- BlackBoard

STEP 2: MAPPING APPLICATIONS



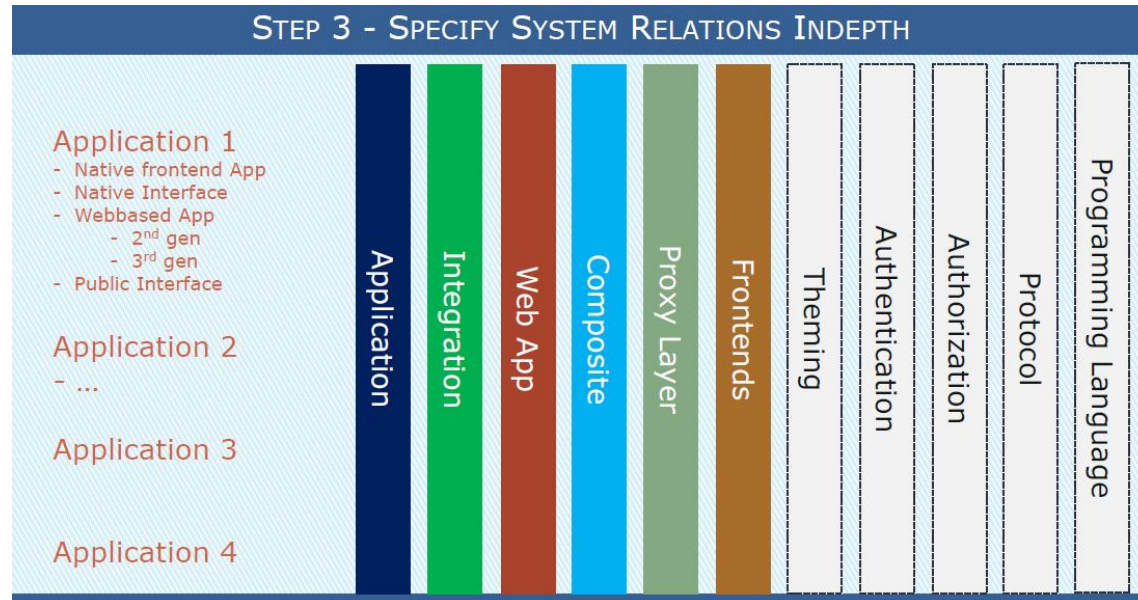
OUTCOME STEP 2: MAPPING

Frontend	Browser	Browser	Browser	Browser	Browser	Browser Outlook client	Browser
Proxy layer							
Composite		Building block					SAP NW Portal
Web App	PHP/ApacheWS	12FF	12FF	??	ASP/IIS	ASP/IIS	WDA SAPII5
UIM Web Api Services							
Integration	RestAPI	SOAP API	Eveoh / RestAPI	??	???	Notificatie API?	NW Gateway
Application	Drupal/Intranet	EleUM	Syllabus / Eveoh	World Share	ESC	Exchange	SAP /SLM
Data Store	MySQL	SQL server	mySQL		SQL	SQL propr.	Oracle
SAML Applicatie Ondersteund	Ja	Navragen	Ja	Navragen	Navragen	Ja	Ja, check de huidige versie
SAML Services Ondersteund	Navragen	Navragen (lees API)	Ja	Navragen	Navragen	Navragen	Ja
ID in applicatie en AD Gelijk	??/Zou zo moeten worden	Ja beide	Ja beide	Navragen	Ja beide	Ja beide	Ja Student Nee Medew.
Deep-linking	Nodig Hoe?	Nodig Hoe?	Niet Nodig	Niet Nodig	Niet Nodig	Niet Nodig	Nodig/Kan (alias/url)

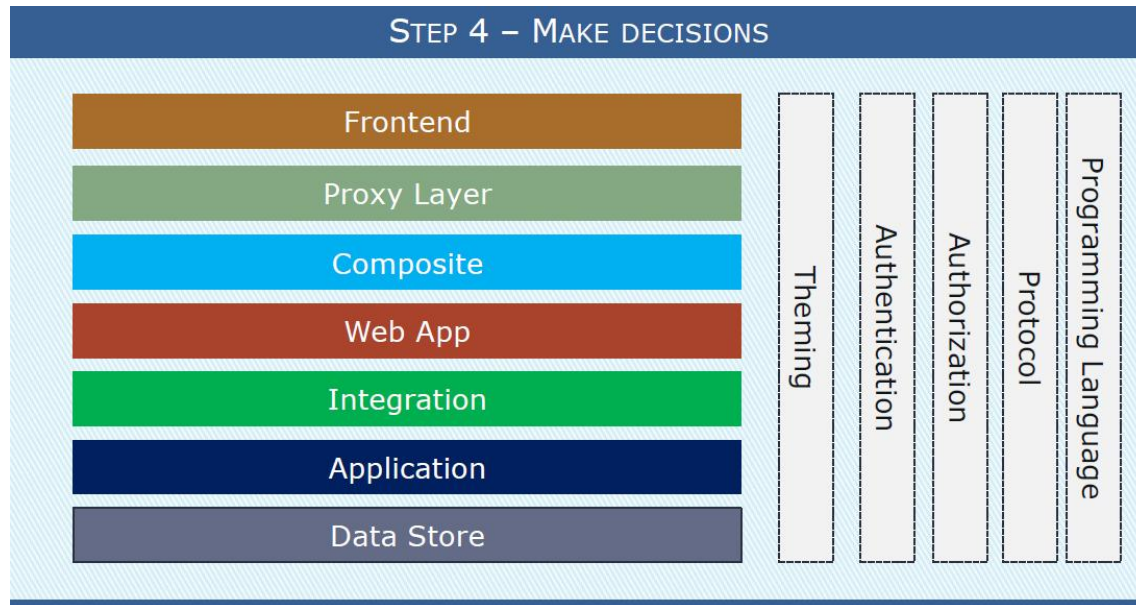
Main advise:

- standardize and limit # of technology tools as much as possible

STEP 3: SYSTEM RELATIONS



STEP 4: MAKE DECISIONS



Sanity check

- Insight helps creating awareness about implicit technology selections (that much too often occurred in the past)
- We cannot afford to develop in 'splendid isolation' anymore

STEP 5: DEFINE GUIDELINES

- Standardize on existing widely accepted standards
 - HTML5, Odata, Oauth, SAML2
- Still subject to debate
 - Internal debate UM
 - Microsoft Visual Studio versus SAPUI5
 - Under construction: upcoming CEI request
 - Step-up Authentication under NetWeaver Single Sign On (multi-layered authentication)

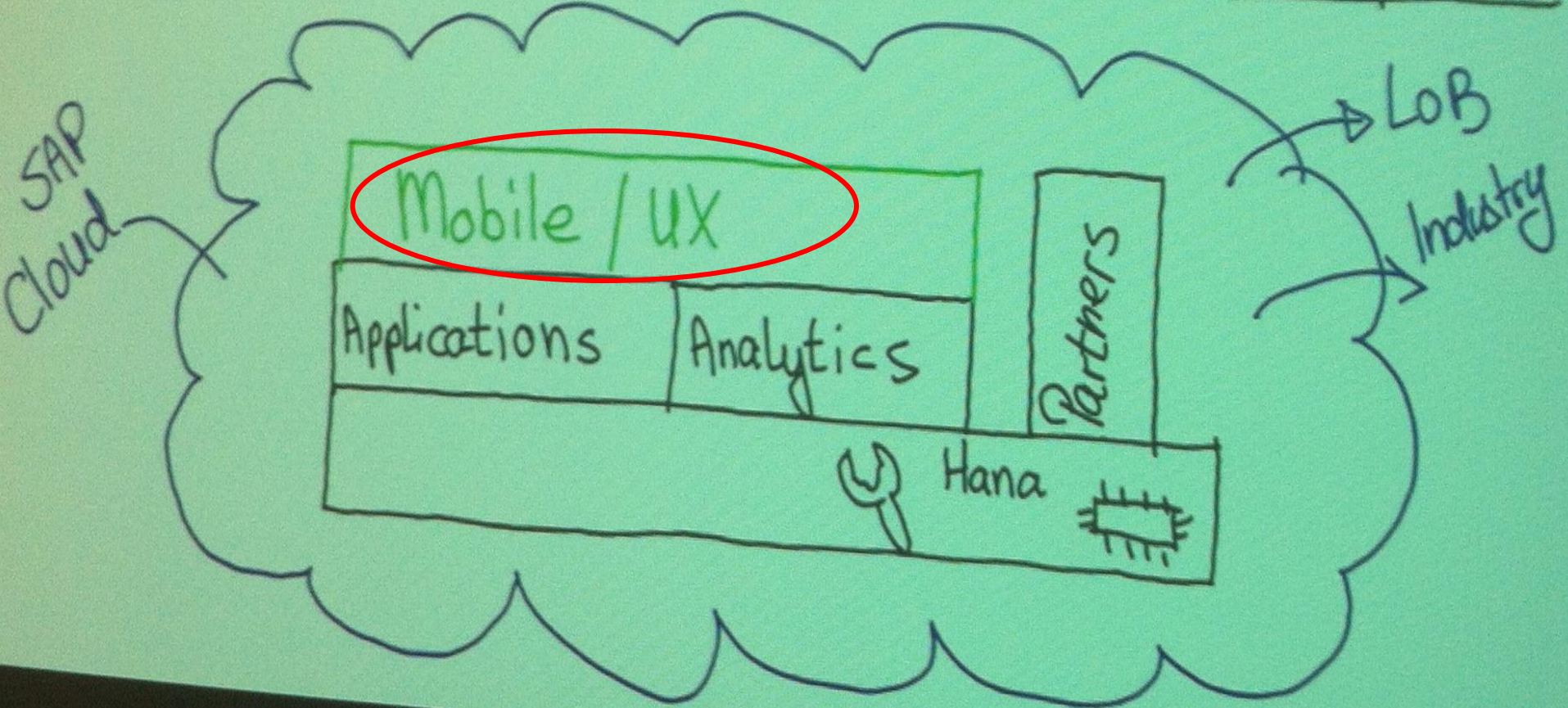
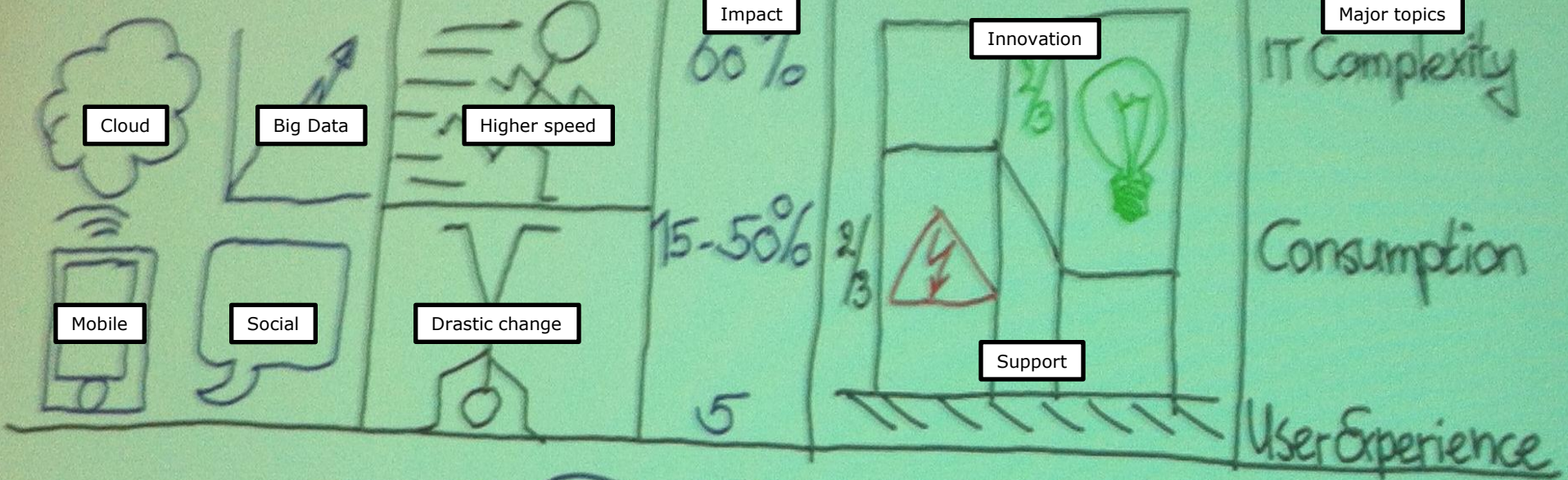
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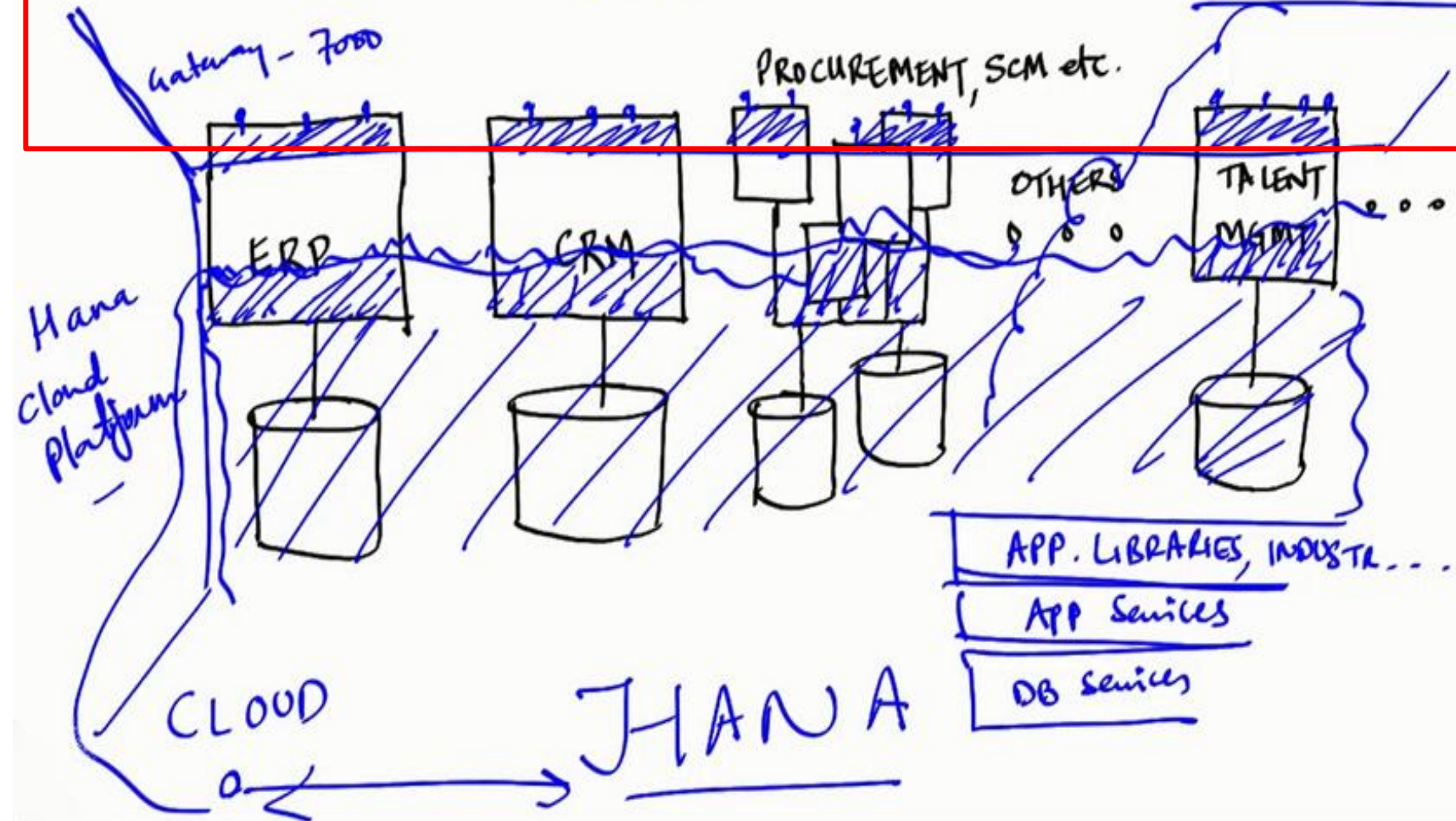
B. Technological perspective

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Flori UX PARADIGM

Great Experiences!
New Applications!



THE SAP USER EXPERIENCE STRATEGY

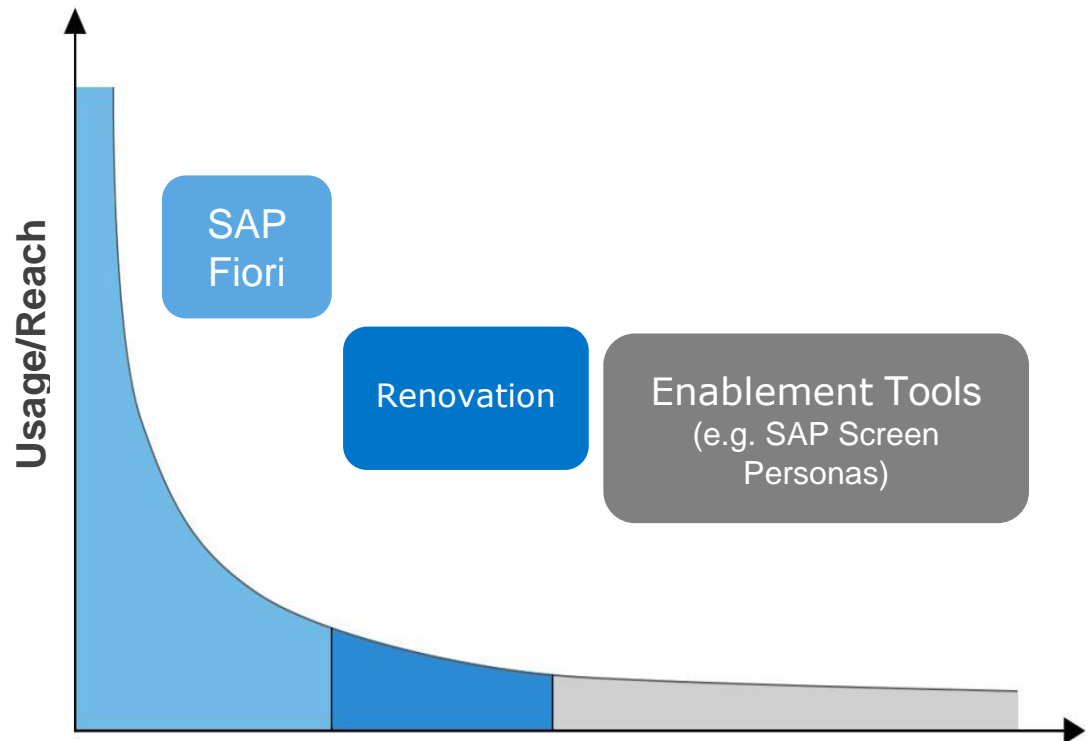
New Applications

Existing Applications

SAP Fiori and Screen Personas are supplementary



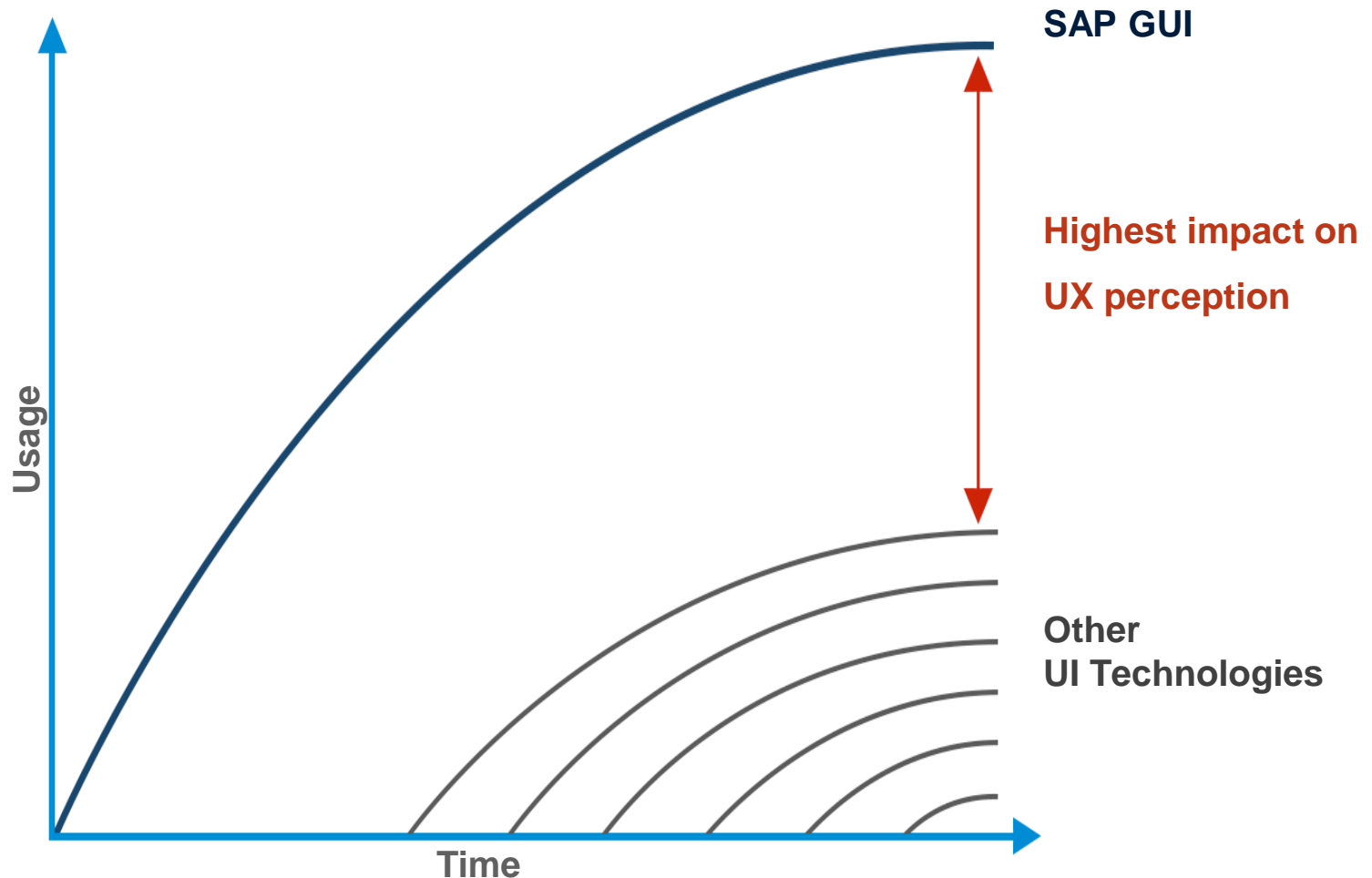
NEW



RENEW

ENABLE

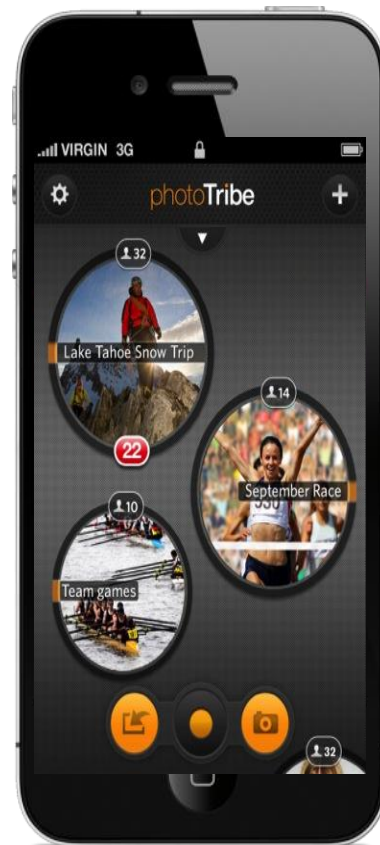
SAPGUI DEFINES CUSTOMER PERCEPTION OF SAP USABILITY



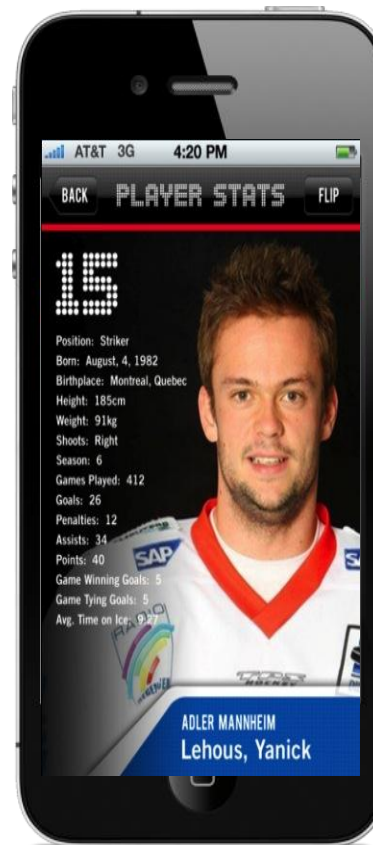
NEW – CONSUMER APPS FROM SAP



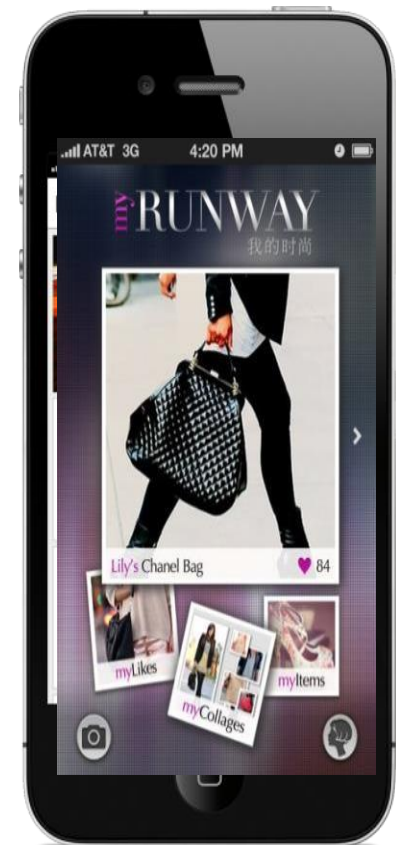
Recalls Plus



PhotoTribe



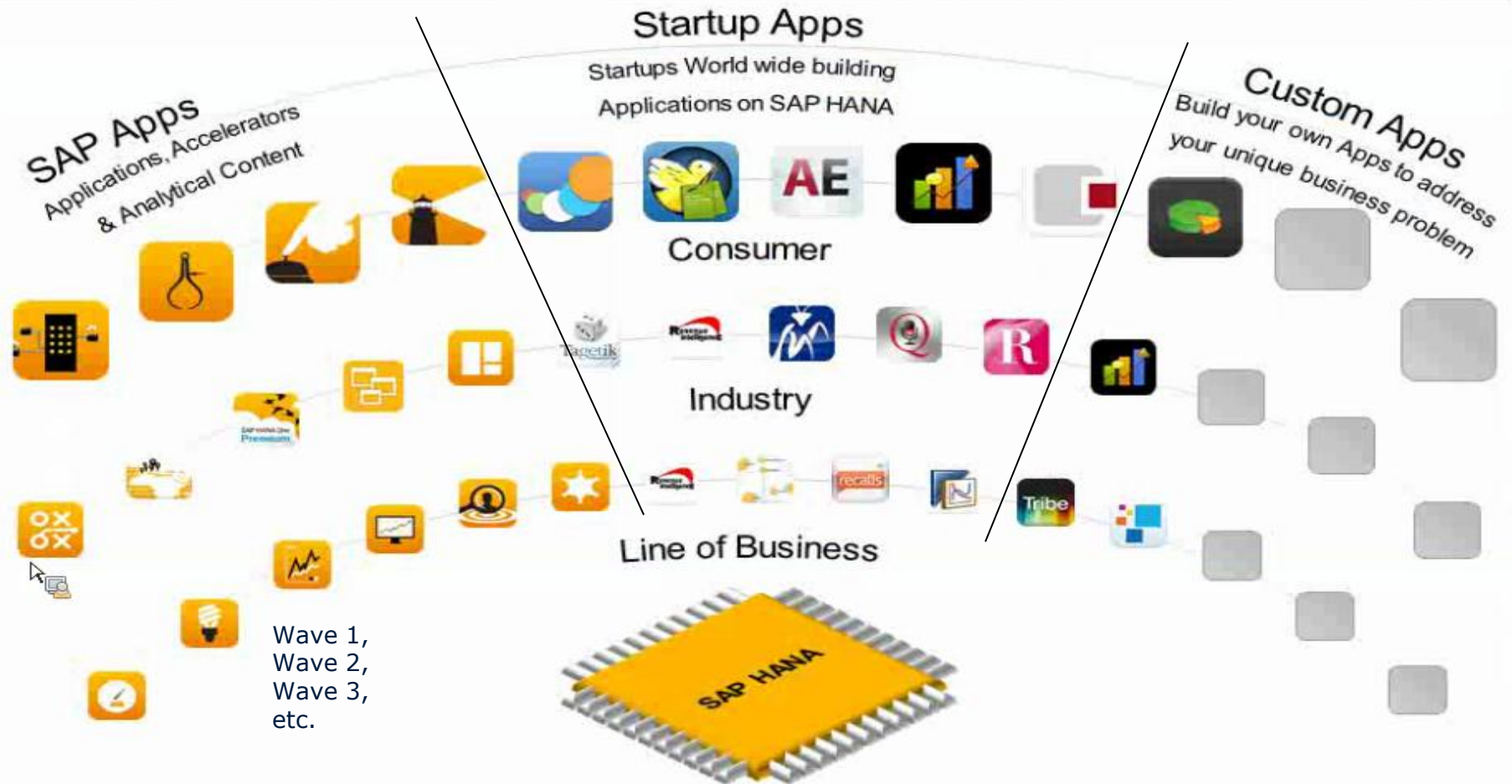
Fan Experience



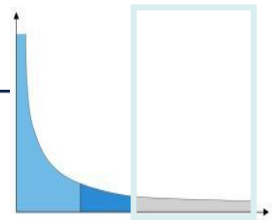
MyRunway

RENEW – SAP FIORI LAUNCHPAD

Startup and partner real time apps built on SAP HANA
70+ SAP HANA Apps, 1000+ Startups



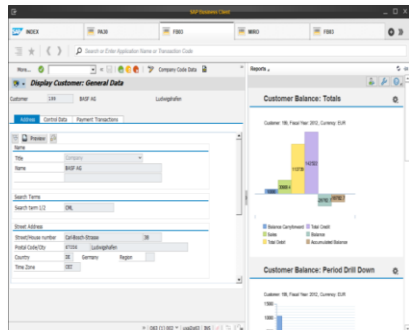
ENABLE – UX IMPROVEMENTS



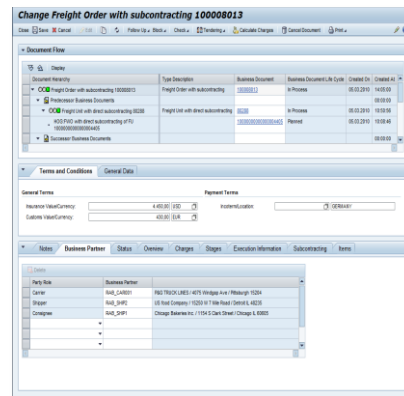
**SAP Screen
Personas**
(all SAP GUI screens)



**NWBC & Side
Panel**
(all screens)



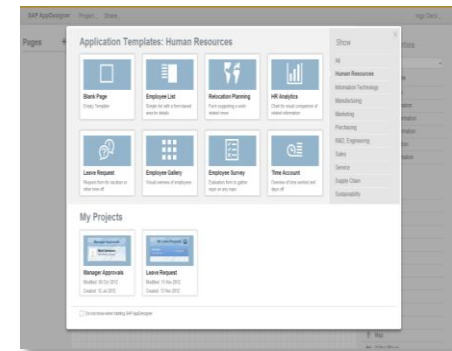
**Floorplan
Manager**
(for FPM screens*)



Theme Designer
(all screens)



SAPUI5
(Application Development Tools)



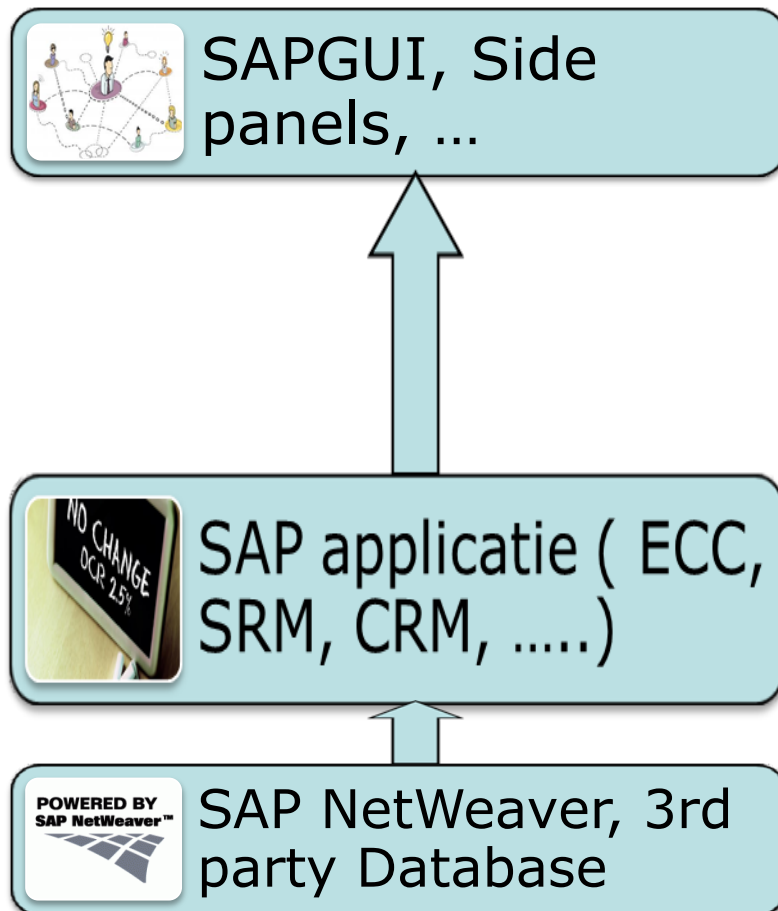
further tools available

SAP MOBILE/UX PRODUCT PORTFOLIO

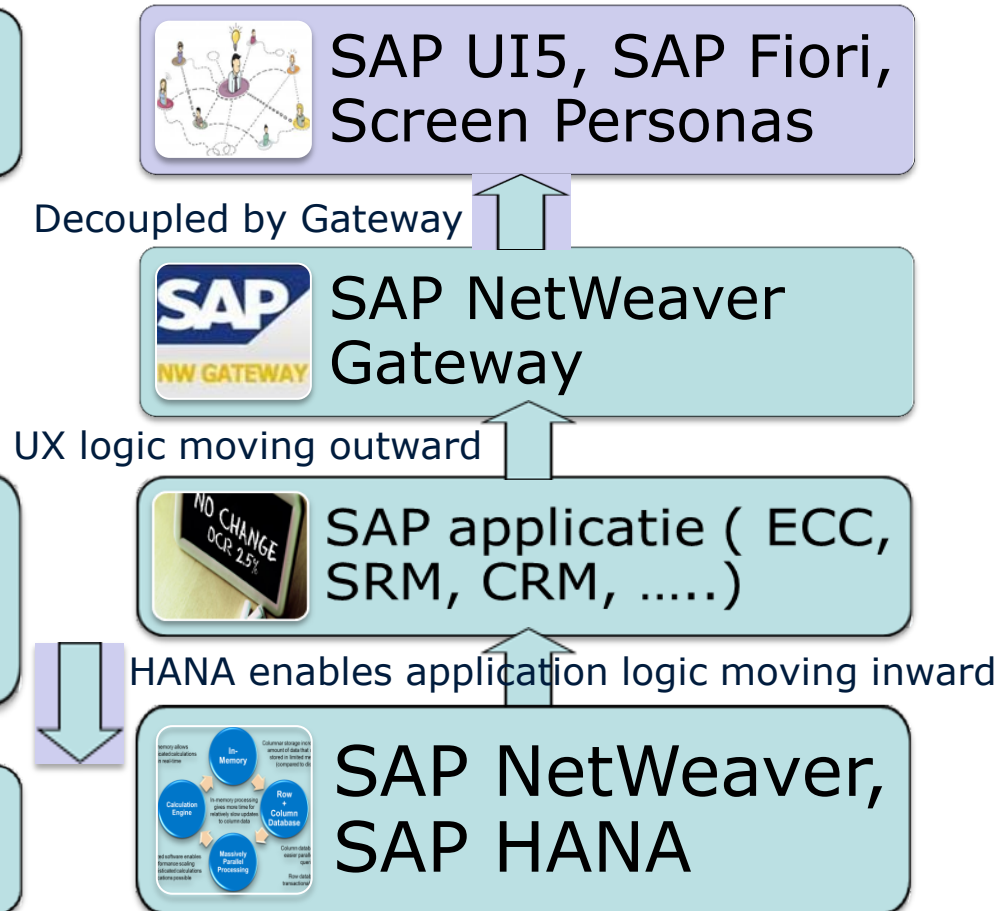
- SAP Mobile
 - Still under consideration at UM
 - Heavy, complex, full-featered platform
 - Question: do we really need this platform?
- SAP Fiori
 - Compelling philosophy
 - SAPUI5/OpenUI5 excellent strategy but
 - Still debated by hard-core Open source adapts
 - Theme designer is still to be enhanced
 - SAP Fiori does not come for free! Debate UGs!

EVOLVING SAP STRUCTURE

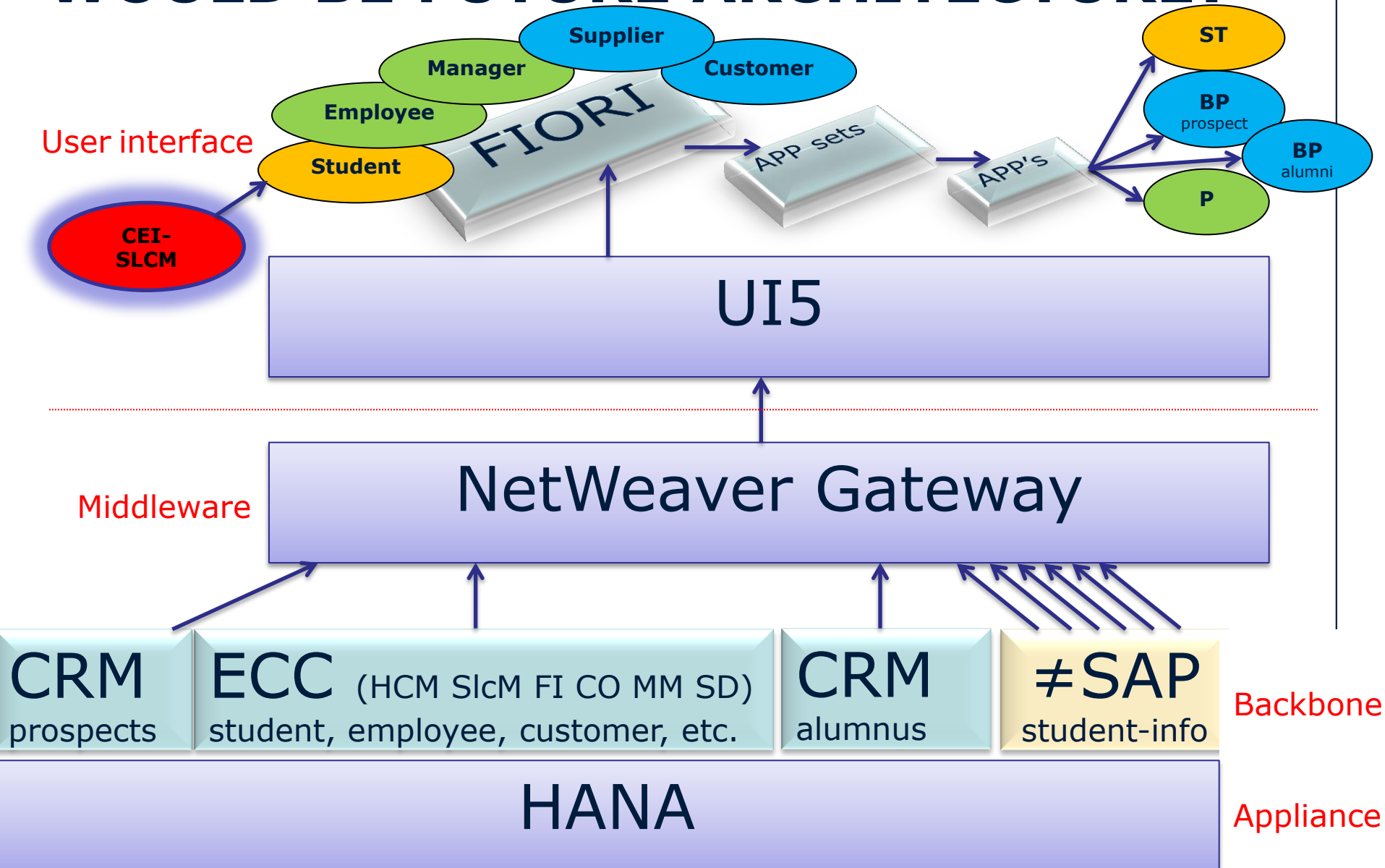
Today:



Future:



WOULD BE FUTURE ARCHITECTURE?

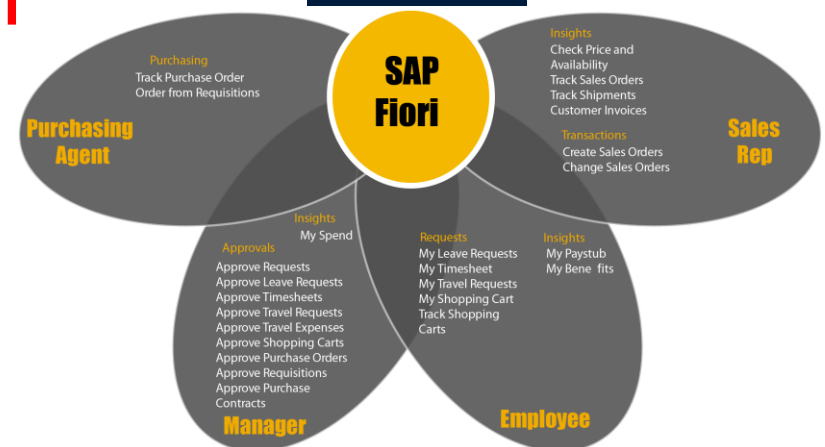
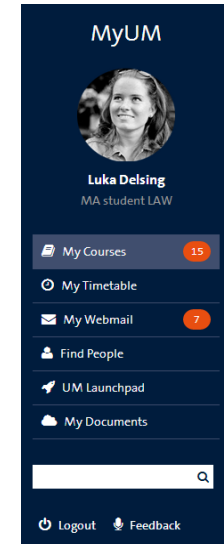


ONE, TWO, THREE ... A SAP FIORI FLOWER FOR STUDENT?

*Thoughts Of a
Dreamer..*

- ① Mockup - Student Info
- ② Backbone Systems - UM
- ③ CEI initiative - SLcM

My Courses *
 My Timetable *
 My Webmail
 Find People *
 UM Launchpad
 My Documents



QUESTIONS



THANK YOU FOR ATTENDING

In case of questions afterwards:

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