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
Welkom op de startpagina voor rechtenstudenten

3x FIRST
01 EUROPEAN LAW SCHOOL
01 FISCAAL RECHT
01 REchtsgeLEERDHEID

KEUZEgIDS ELSEVIER

Vind snel het antwoord op je vraag >>

Electronic Service Centre

- Elektronische leeromgeving (EleUM) >>
- ICT Service Centre (ICTS) >>
- Printing on Demand (POD), the Docshop >>
- Student Service Centrum (SSC) >>
- UB Anywhere >>
- Universiteitsbibliotheek (UB) >>
- Informatie Universiteitsbibliotheek (UB) voor nieuwe Bachelor studenten >>
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
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  – outdated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?

- Content strategy: Marketing & Communication
- Design & Define webchannels: CIO
- Organization & Governance: ICTS
- ICT-systems: Information Search & Retrieval for Students Program
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HOW DID INFORMATION SEARCH & RETRIEVAL EVOLVE?
DEMO

What do students expect?

myum.zuiderlicht.com

Students asked

Mockup designed
28 Tuesday

11:00 - 13:00 UNS40 A0.771 Healthcare from a business perspective

13:30 - 15:30 UNS40 A0.771 Solving health disasters

Different location

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

Globalisation and Law 18 Sep
Tomorrow all classes are cancelled.

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
Advanced international law
2012-100-IER4007
7 ECTS

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]
Course Messages

Advanced international law

Revised grades Resit 19 June 2013  15 Jul by Jan Eijsbouts
Results Resit 19 June 2013  28 Jun by Jan Eijsbouts
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

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
Course Messages

Advanced international law

Revised grades Resit 19 June 2013 15 Jul by Jan Eljsbouts

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 Eljsbouts, Course Coordinator.

Results Resit 19 June 2013 28 Jun by Jan Eljsbouts

In case you have failed the regular exam 30 Jun by J. Post
My Timetable

May 2013

28 Tue
10:00-11:00 Health care from a business perspective
Lecture: Preparation "How to pitch your team's innovative idea" /1

13:30 - 15:30 Health care from a business perspective
Lecture: Integral management / knowledgequiz /01

UM library
The loan period on "Human rights for dummies" expires today
extend

29 Wed
11:00 - 13:00 Health care from a business perspective
Lecture: Writing skills /03 by Lesley-Ann Menzies

30 Thu
08:30 - 13:00 Health care from a business perspective
Lecture: Pitch your team's innovative idea /01

June 2013

6 Thu
13:00 - 16:00 Health care from a business perspective
Exam

FOR100 MECC Westhali

10 08:30 - 10:30 Solving Health Disasters
UNS40 80.673
<table>
<thead>
<tr>
<th>Name</th>
<th>Subject</th>
<th>Date</th>
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</thead>
<tbody>
<tr>
<td>Manon Gorissen</td>
<td>Meeting on Friday is cancelled</td>
<td>Nov 21</td>
</tr>
<tr>
<td>Michiel van Hoorn</td>
<td>Extra assignment exercises for BM2012-300</td>
<td>Nov 20</td>
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<tr>
<td>Jaqueline Janssen</td>
<td>Last year exam International Business Development</td>
<td>Nov 16</td>
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<tr>
<td>Nicole Hanssen</td>
<td>Notes from the meeting yesterday</td>
<td>Nov 13</td>
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<tr>
<td>J.J.A. van den Berg</td>
<td>We are looking for students who want to participate in the student council</td>
<td>Nov 12</td>
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<tr>
<td>R. Rademakers</td>
<td>Final draft of &quot;Kennis&quot; document</td>
<td>Nov 12</td>
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<tr>
<td>Manon Gorissen</td>
<td>The new website of the UM is online</td>
<td>Nov 12</td>
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<tr>
<td>Luka Delsing</td>
<td>Student Project Team meeting schedule</td>
<td>Nov 12</td>
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<tr>
<td>Jeroen van der Schaaf</td>
<td>Invitation to the opening of the new FHML building</td>
<td>Nov 12</td>
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<tr>
<td>Tim Cook</td>
<td>My thoughts on the new golden iPhone</td>
<td>Nov 9</td>
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<tr>
<td>Steve Ballmer</td>
<td>10 reasons why I will retire from Microsoft this year</td>
<td>Nov 6</td>
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<tr>
<td>Student Service Desk</td>
<td>RE: until what time is the SSC open?</td>
<td>Nov 1</td>
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<tr>
<td>Julia Smeets</td>
<td>SG program 2013</td>
<td>Oct 29</td>
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<tr>
<td>Manon Gorissen</td>
<td>Results of the first student polls</td>
<td>Oct 28</td>
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<tr>
<td>Coffee lovers</td>
<td>Student discount codes</td>
<td>Oct 25</td>
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<tr>
<td>UM ICT Support</td>
<td>Your new password</td>
<td>Oct 25</td>
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<tr>
<td>Luka Delsing</td>
<td>Contact Information Student Project Team</td>
<td>Oct 25</td>
</tr>
</tbody>
</table>
Find People

**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
- F.H.M. (Fianne) Janssen LAW
- C.M.J. (Cari) Janssen FHML
- Ir. R.J.H.L. (Rosanne) Janssen FPN

**Students**
- Jan Gerissen FPN
- Evert-Jan van Hoorn LAW
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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   – Today’s technological solutions
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STEPWISE APPROACH

PROCESS WORKSHOP

Step 1: Identify Systems
Step 2: Map Systems
Step 3: Map Relations
Step 4: Make decisions
Step 5: Define guidelines
STEP 1: SYSTEMS INVOLVED

Most relevant:
- SAP
- BlackBoard
STEP 2: MAPPING APPLICATIONS

**Step 2 - Map systems where they fit the best**

- Frontend
- Proxy Layer
- Composite
- Web App
- Integration
- Application
- Data Store

- Theming
- Authentication
- Authorization
- Protocol
- Programming Language
## OUTCOME STEP 2: MAPPING

<table>
<thead>
<tr>
<th>Frontend</th>
<th>Browser</th>
<th>Browser</th>
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<th>Browser</th>
<th>Browser</th>
<th>Outlook client</th>
<th>Browser</th>
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<tbody>
<tr>
<td>Proxy layer</td>
<td>Building block</td>
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<td>SAP NW Portal</td>
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<td>Composite</td>
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<td>Web App</td>
<td>PHP/ApacheWS</td>
<td>J2EE</td>
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<td>ASP/IIS</td>
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<td>UM Web Api Services</td>
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<td>Integration</td>
<td>RestAPI</td>
<td>SOAP API</td>
<td>Eveoh / RestAPI</td>
<td>??</td>
<td>???</td>
<td>Notificatie API?</td>
<td>NW Gateway</td>
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<tr>
<td>Application</td>
<td>Drupal/Intranet</td>
<td>Eveoh</td>
<td>Syllabus / Eveoh</td>
<td>World Share</td>
<td>ESC</td>
<td>Exchange</td>
<td>SAP /SLM</td>
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<td>Data Store</td>
<td>MySQL</td>
<td>SQLServer</td>
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<td>Oracle</td>
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<td>SAML Applicatie Ondersteund</td>
<td>Ja</td>
<td>Navragen</td>
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<td>Navragen</td>
<td>Ja</td>
<td>Ja, check de huidige versie</td>
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<td>SAML Services Ondersteund</td>
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<td>??/Zou zo moeten worden</td>
<td>Ja beide</td>
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<td>Navragen</td>
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<td>Ja Student Nee Medew.</td>
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### Main advise:

- standardize and limit # of technology tools as much as possible
### STEP 3: SYSTEM RELATIONS

<table>
<thead>
<tr>
<th>Application 1</th>
<th>Application</th>
<th>Integration</th>
<th>Web App</th>
<th>Composite</th>
<th>Proxy Layer</th>
<th>Frontends</th>
<th>Theming</th>
<th>Authentication</th>
<th>Authorization</th>
<th>Protocol</th>
<th>Programming Language</th>
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<td>Native frontend App</td>
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<td>Public Interface</td>
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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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Flori UX Paradigm

Great Experiences!
New Applications!
THE SAP USER EXPERIENCE STRATEGY

New Applications

Existing Applications

SAP Fiori and Screen Personas are supplementary

SAP Fiori

Renovation

Enablement Tools (e.g. SAP Screen Personas)

NEW

RENEW

ENABLE

ICT Servicecentre
SAPGUI DEFINES CUSTOMER PERCEPTION OF SAP USABILITY

- SAP GUI: Highest impact on UX perception
- Other UI Technologies:

Graph:
- Y-axis: Usage
- X-axis: Time
- SAP GUI line shows the highest increase in usage over time compared to other UI Technologies.
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

SAP Apps
Applications, Accelerators & Analytical Content

Startup Apps
Startups worldwide building Applications on SAP HANA

Custom Apps
Build your own Apps to address your unique business problem

Wave 1, Wave 2, Wave 3, etc.

Line of Business
Consumer

Industry

SAP HANA
ENABLE – UX IMPROVEMENTS

- SAP Screen Personas
  (all SAP GUI screens)

- Floorplan Manager
  (for FPM screens*)

- NWBC & Side Panel
  (all 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-featured 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:
- SAPGUI, Side panels, ...
- SAP applicatie (ECC, SRM, CRM, .....)
- SAP NetWeaver, 3rd party Database

Future:
- SAP UI5, SAP Fiori, Screen Personas
- SAP applicatie (ECC, SRM, CRM, .....)
- SAP NetWeaver, SAP HANA

Decoupled by Gateway
UX logic moving outward
HANA enables application logic moving inward
WOULD BE FUTURE ARCHITECTURE?

CEI initiative - SLCM

User interface

CEI-SLCM

UI5

NetWeaver Gateway

Middleware

CRM prospects

ECC (HCM SLCM FI CO MM SD)

Manager

Supplier

Customer

Employee

Student

ST

BP prospect

BP alumni

P

CEI initiative - SLCM

Backbone

Appliance

HANA

≠ SAP

student-info

alumnus

student, employee, customer, etc.
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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Business Integration Consultant

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L: http://nl.linkedin.com/pub/henny-claessens/1b/a61/199