Impact Assessment

0108 - Partner College E-Resource Access

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Version Number: 1.0

Date Saved: 14/05/2018

# Background

A request has been raised for DIT to aid in the implementation to provide access to University library services and resources for students on partner programmes and for partner staff. Where a specific set of resource requirements have been identified as part of a partnership arrangement and are to be provided by University of Salford, we are currently technically unable to deliver access to just those selected resources.

This document will be looking at the high-level impacts from an DIT perspective.

This document will not be assessing the benefits that Facebook at Work could deliver.

# Direct ITS Impacts

* SSO Integration – Facebook at Work is SAML compliant so can be integrated with our OpenAthens SSO system to simplify the authentication mechanisms. This will require the Platforms team to configure a relationship between OpenAthens and Facebook at Work.
* User Account Management Integration – An interface is required for the provisioning of accounts in to Facebook at Work. To automate this interface, Facebook make use of a SCIM compliant REST API. This will require the Development team to build the interface between AccMan or AD and the SCIM API.

NOTE: There is an option to use OneLogin to achieve both of the above requirements, but this is seen as cost prohibitive.

* Tight deadlines have been imposed by Facebook in order to utilise their offer of a free trial. The above integrations would need to be in place by pilot go-live in 5 weeks.

# Other ITS Impacts

* System Admin – Facebook state that an IT department should have control of the system from a System Admin perspective. This would impact resource at several areas of ITS if undertaken. As a minimum there would need to be an IT Service Definition, training, and involvement from Business Applications and Service Desk.

If ITS do not take responsibility for the System Admin of Facebook at Work, then it becomes another application that we have no real control over, but will still get calls about.

* Future Integrations – Facebook at Work can import/export data with other systems via a HTTP based API known as Graph API. It is not known at this stage what integrations are required, but the business implied that integrations will be needed in the future. It is very likely that ITS would need to facilitate these integrations.
* System Crossover – There are a lot of functions within Facebook at Work that are being delivered by other systems currently in use within UoS. A rationalisation of functions would need to be undertaken at some point so only one system is used for each function. Some examples of crossover:
  + SharePoint
  + Confluence
  + Blackboard (for staff)
  + Jabber
  + Intranet
  + Research Information System
  + ePDR profiles

# Concerns

* Uptake – Most people will already have their own perceptions of Facebook that will likely transfer to their feelings about using at work. These perceptions could be good or bad and will affect the way they utilise a workplace version. Also, there are several systems in use by UoS that have similar features that have struggled with uptake, such as SharePoint and ePDR profiles. If Facebook at Work is not pushed adequately it could suffer the same issues. A careful adoption strategy will be required to ensure the solution is used, but not pushed so hard that people do it unwillingly and then leave it due to resentment.
* Executive/Strategic buy-in – For a solution of this size and impact, it would need a university wide strategic buy-in at all levels so there is a consolidated adoption of the solution.
* Governance – Several governance concerns exist with this solution, from security, to usage, to licensing, etc.
* Ownership – Clear ownership would be required to ensure correct use, support and delivery of the solution is pushed throughout the university from central points.
* Service definition – A thorough service definition will be required to ensure the university as a whole knows what and who are responsible for within Facebook at Work.
* Data Security – Facebook is renowned for changing its terms and conditions at short notice and hiding potentially high impact changes within small print, as well as data privacy concerns. This may be an issue that would only occur within the public delivery of Facebook, but Facebook at Work is too new to understand if this transcends to this platform too. Other security concerns are over the data being in the Cloud and where the data is stored, and the ownership rights to it.
* Requirements – This is a solution being considered before requirements have been gathered. This makes it difficult to assess whether the product will meet university needs. It also leads to retrospective requirements being written to match a specific product, when the requirement did not exist before.
* Support – There are two levels of concern regarding the support of Facebook at Work. Firstly is who will support the application from an internal UoS point of view and what would that looks like from an end-user perspective. The second is how support will work with Facebook directly. These concerns will need to be addressed in the service definition.
* Usage – It is not clear at this stage what Facebook at Work will be used for. It is more of a trial to see what it can be used for. There are also concerns about controlling the use of the solution, such as not letting it just become a dumping ground, or worse, a channel for venting or abuse. An AUP will need to be defined and will need to be controlled from a central team.
* Target Audience – The target audience has not been defined at this stage. There have been discussions that it is mostly for staff, but academics have implied the main benefit for them would be if students were also on the platform. Having students use the solution would require a stronger service definition, support, and governance of the system.

# Other Options

No other options have been considered in detail, due in part to not following standard project initiation, and partly due to Facebook offering the free trial recently which has rushed it through as an option.

It is difficult to assess potential options without detailed requirements, however there are multiple alternatives that could deliver some of the same features:

* SharePoint is a collaboration platform that is widely used in industry that could be expanded within UoS. The current SharePoint service within UoS is underutilised partly due to the lack of ownership and drivers that Facebook at Work is also susceptible to.
* Office 365 is expanding to include social networking features such as Yammer and SharePoint Newsfeeds. This combined with features already in use within Office 365 could deliver a centralised solution that realises most if not all of the features of Facebook at Work on a platform that UoS have some experience with. Office 365 brings all aspects of the Microsoft Office platform together including email, SharePoint, CRM (Dynamics).
* Confluence – currently just in use for BA/Development aspects of ITS projects, Confluence is actually a collaboration tool in its own right that could be expanded upon.
* Linkedin functions in a similar manner as Facebook, but has been aimed as a professional service since its origins and therefore may be a better fit as a business application.

These are just a few options available. For the detailed assessment of alternatives, there would first need to be a thorough gathering of requirements.

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| **For PMO use only** | | | | Gateway meeting | | | 22/11/16 | |
| **Decision** | Rejected |  | More information | |  | Approved | |  |
| **Gateway Feedback**  Customer informed “that this has been discussed by ITS SMT and we will not be progressing this work as per the direction of the ITS CIO. As we will not be taking this request any further, I will formally close the request on our portfolio.” | | | | | | | | |