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Document purpose

The Service Brief documents the initial ITS understanding of the business requirement for new, changed or retired ITS services.

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1. Service Overview
   1. Service description

The Student Portal is one of the most important online services that the University of Melbourne offers to its students. The Student Portal Renewal Project was initiated to address some significant technology-based issues. The Portal was also developed to provide a better environment for students to address both their administrative and learning needs.

Over the next few years the number of students having access to smartphones and tablets is expected to increase. The need for a mobile application will become more critical and it is expected that mobile services will become part of normal business.

In response to the increased reliance on mobile services, Phase 2 of the Student Portal Project will deliver select Student Portal services to the student via a user interface which is optimised for mobile devices.

The application will deliver administrative functions to Undergraduate, Graduate and Research students as well as offering a platform to potential students, staff and visitors.

The scope for the Student Portal Mobile Project is to deliver an application available to most mobile devices, but specifically addressing Apple OSX and Android.

The functionality will include:

* **Calendar that will display the student timetable and important University dates and events**
* **Campus Maps**
* **Login Functionality**
* **Notices and announcements**
* News Feeds
* Events

The solution should link to or integrate with:

* ask.unimelb (RightNow)
* Smart forms
* **Mobile Learn**
* **Email**

(The functions in bold are the highest priority functions.)

* 1. Strategic alignment

The Student Portal Mobile App will support the University’s Growing Esteem strategy in the area of Teaching and Learning. In particular the app will support the University’s goal of attracting students of the highest academic potential, regardless of background, by delivering an outstanding university experience.

The Student Portal Mobile App is part of the University’s overall online strategy and will conform to the vision of the Growing Esteem strategy where “Our ICT services will be responsive to the needs of our students and staff and will have the capability to respond to challenges with agility and an innovative approach to solving problems.”

Potential benefits

|  |  |  |  |
| --- | --- | --- | --- |
| **Type \*** | **Description** | **Outcome** | **Measure / Target** |
| IS/SA | Provide services that respond to the Learning & Teaching element of the University’s vision. | Increase student’s satisfaction regarding the University experience. | * Improved results on the Student satisfaction survey in relation to the University experience. |
| IS/ SA | Provide common administrative functions through a device and technology preferred by students. | Enhanced, seamless and flexible delivery to students when they want and need it. | * Reduction in negative feedback measured distribution platform statistics or third-party monitoring product. * Improved results on the Student satisfaction survey in relation to the University experience. |
| IS/AC | Provide student assistance on questions regarding study, enrolment, timetables, future study and extracurricular activities. | Reduction in calls to the contact centre and 13MELB. | * Reduction in calls and emails to contact centre and 13MELB |

**\* IR** = Increased Revenue. **AC** = Avoid Costs. **IS** = Improved Service. **CO** = Compliance. **SA** = Strategic Alignment

* 1. Objectives

The statements listed below provide the high-level objectives for this particular service. They describe the intended, observable, measurable outputs that should be in place once the service is implemented.

| **Ref** | **Description** |
| --- | --- |
| OBJ1 | To implement, maintain and support a mobile app that delivers priority features (Calendar, Campus maps, Notices and Announcements) to a current student audience |
| OBJ2 | To support mobile app integration with iOS/Android and other smartphone devices |
| OBJ3 | To provide **calendar** functionality that is accurate, personalised and available to students when and where they want to use it (i.e. on their mobile devices at any time and in any location)   * The calendar functionality must include student timetables in the first instance * The calendar should include key University dates * The calendar might include Exam timetables |
| OBJ3 | To provide relevant, searchable, categorised and interactive **campus maps** that show information (incl. location) for campus utilities such as food outlets and car parks, classrooms/theatres, Wi-Fi hotspots and water fountains, making use of GPS technology on mobile devices to provide students with directions from their current location to their desired location. This should be available to students when and where they want to use it (i.e. on their mobile devices at any time and in any location), provided they have an internet connection. |
| OBJ4 | To implement, maintain and support delivery of **Student Portal notices and announcements** to mobile devices with notifications and alerts customisable within the device, e.g. via device settings |
| OBJ5 | To Integrate with or link to existing mobile friendly websites or mobile applications where they exist and it is suitable to do so. Such integration could include:   * ask.unimelb (RightNow) * Smart forms * **Mobile Learn** * **Email**   Integration or linking is preferred over re-writing existing applications. |
| OBJ6 | To provide a unified and cohesive user experience for students to access all the high use mobile friendly applications or sites and become a ‘one stop shop’ for students on the go, in much the same way as the Student Portal is a ‘one stop shop’ for students on the desktop |
| OBJ7 | To support **easy login**, e.g. via a ‘remember me’ feature that optionally retains the student’s login details for quick access on their mobile device |
| OBJ8 | To solution could provide news feeds and event information on mobile devices to users when and where they want to use it (i.e. on their mobile devices at any time and in any location), provided they have an internet connection |

* 1. Service requirements

The following statements describe the high-level requirements for *how well* the proposed service must perform, as opposed to *what* the service must provide which is covered by the objectives.

| **Ref** | **Description** |
| --- | --- |
| SRQ1 | The app should be simple, attractive, and easy to navigate on different devices, mobile-optimised with clean and consistent layout between pages/functions |
| SRQ2 | The app should be fully functional, and stable |
| SQR3 | The application should be highly available; when services are not available, the application should handle this gracefully |
| SRQ4 | The app should be accessible through Uniwireless and not use the student’s internet quota |
| SRQ5 | Integration should be through the service bus, and be secured through the Oracle Enterprise Gateway (OEG)  Note: Integration requirements may differ depending on the solution selected.  OEG is not currently in production and is identified as a risk and an issue. |
| SRQ6 | The Student Portal Mobile Application will conform to University policy with regards to:   * Accessibility * Privacy (see also Access and Security) * Integrity * Confidentiality * Security |
| SQR7 | The app should be fast to load (no more than 5 seconds per screen, as per Student Portal Standard), with few images and videos |
| SQR8 | The app should have a small size and not require high amounts of data transfer |
| SQR9 | The app should be provided at no direct cost to the student |
| SQR10 | The app should be available for all major mobile devices working on iOS, Android and Windows in either native or HTML5 format |
| SQR11 | The app should have information available offline where possible |
| SQR12 | Provide Single Sign On where this is available, and same sign on where this is not |
| SQR13 | The app should be supported via a Service Desk with agreed fault resolution times |
| SQR14 | The app should be maintained by operations with bug fixes and new features delivered to users via regular app updates |
| SQR15 | The app should be accessible via a secure environment while complying with University IT Security standards |

* 1. Customer scope

| **Ref** | **Customer group** | **Function and possible impact** | **Numbers** |
| --- | --- | --- | --- |
| CUS-1 | Students   * CAP * UG * PG * RHD? | * Timetable and Map functionality – Students will be better able to view when and where they should be and how to get there – Medium impact * News/ Announcements – more timely delivery of relevant student information – Medium impact * Links to/integration with Email and Mobile Learn – Students will be able to view important university-related information in a timely manner while on the go – increased student satisfaction * Reduced load on student portal – fewer students will be accessing the student portal on mobile devices, where the user experience (Portal on a mobile) is poor – increased student satisfaction | ~40,000 |

* + 1. Out of Scope

|  |  |  |
| --- | --- | --- |
| **Ref** | **Out of Scope** | **Stakeholder responsible for “out of scope” item** |
| OSC-1 | RightNow upgrade | Student Administration |
| OSC-2 | ArchiBus upgrade |  |
| OSC-3 | Smartforms development |  |
| OSC-4 | De-commissioning any existing applications or mobile friendly web pages |  |

* 1. Priority

The Student Portal is an enterprise-wide solution that is critical to the delivery of key information to current students. Increasingly students expect to be able to access key information whenever and wherever they need it on their mobile devices. Delivery of a mobile app is of strategic benefit to the university, and supports the University’s goal of being recognised as a leader in technology for teaching and learning, meeting strategic goals in the area of customer service satisfaction.

Within ITS the priority of the Student Portal over other projects is high. Delivery is expected in March 2014, in time for the commencement of Semester One, when students most need to know where and when they are supposed to be in attendance.

* 1. Cost range to develop and implement

This table gives an indication of the cost range to develop and implement the proposed service change

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| < $150k | <$1m | < $5m | >$5m | >$10m |
|  | ✓ |  |  |  |

* 1. Cost range to operate the service

This should represent the net change to operate the service if this is replacing/changing an existing service.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| < $150k | <$1m | < $5m | >$5m | > $10m |
| ✓ |  |  |  |  |

* 1. Cost range of the service
  2. Assumptions

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Ref | Assumption | Source | Rationale | Comment |
| ASP-1 | Students will have access to the internet on their mobile devices |  |  |  |
|  | The mobile app will supplement functionality provided in the Student Portal, delivering a few key functions suited to use on mobile devices |  | It is not sensible to deliver an app that replicates the current portal. Doing so will provide a poor user experience and does not recognise the limitations and purpose of mobile devices |  |
|  | Suitable maps, student timetable and other data (what to put here?) will be available for integration |  | We can’t link to data that doesn’t exist (this is also a constraint) |  |
|  | Where possible the student portal mobile app will link to existing mobile app or mobile optimised functions rather than replicate them |  | It is not sensible to re-invent the wheel | This may require some design modification to existing applications to ensure a consistent user experience. |

* 1. Constraints

|  |  |  |
| --- | --- | --- |
| **Ref** | Constraint | Comment |
| CON-1 | Availability of information | The solution will only be able to integrate with/deliver information that is available for consumption at the time of development |
| CON-2 | Privacy | * Access to data will need to be addressed * Any solution implemented must adhere to university privacy policies as well as professional confidentiality requirements |
| CON-3 | Security | Any solution implemented must adhere to university data security policies |
| CON-4 | Interface | Any solution implemented must be able to interface with nominated systems |
| CON-5 | Timeframe | * Timeframe for implementation is March 2014. This may constrain the scope of work and the quality of work produced. * Release of the solution must be scheduled around key university dates |
| CON-6 | Resources | * Availability of resources (project, operational, business) according to project schedule * If resources are not available, scope of work and timeframe to deliver will be impacted |

* 1. Dependencies

| **Ref** | Project / Service / System | Relationship Dependency |
| --- | --- | --- |
| DEP-1 | Identity Management Project (IDM2) | Availability of SSO is critical to the implementation of a number of the features. It will allow users to login once and be able to view personalised information such as their personal timetable or library borrowings. Without some form of authentication, personalised information could not be provided. |
| DEP-2 | Themis Enabling Excellence (TEE) Program | Resources only – There are a number of projects competing for the same internal resources. Some of these projects (such as the TEE project) may be of a higher priority. |
| DEP-4 | Smart Forms | Integration with Smart Forms depends upon the availability of mobile-friendly versions of each Smart Form |
| DEP-5 | ISIS | Integration with student timetable data depends upon the timely availability of accurate data within ISIS in a format that can be consumed by the app |

* 1. Key risks

| Ref | Category | Description | Impact Severity | Probability | Action to Manage  (Mitigation/Contingency) |
| --- | --- | --- | --- | --- | --- |
| RSK-1 | Mgmt | Required Resources unavailable may result in project not meeting defined Quality, cost, or time parameters. | Moderate | Possible | Gain agreement from responsible managers and vendors early on, to ensure resources are available as required. |
| RSK-2 | technology | The Identity Management Project (IDM2) – may not be able to deliver SSO for all features as specified. | Major | Possible | Engage IDM2 Project at the commencement of this project to ensure dependencies are clear and milestone dates can be met. |
| RSK-3 | technology | Unattractive design leads to poor take up. | Major | Unlikely | Usability resource to be engaged and involved throughout the design process to ensure design meets user needs. |
| RSK-4 | technology | Required functionality may not be technically possible without operational impact | Moderate | Possible | Ensure all designs clearly document custom coding and the operational team supporting the feature accept the risk. |

* 1. Key issues

| Ref | Category | Description | Impact Severity | Action to Manage  (Mitigation/Contingency) |
| --- | --- | --- | --- | --- |
| ISS-1 | Mgmt | $337,000 funding remains for Mobile App project. Additional funding may be required to complete the project. | Moderate | Seek approval from the Infrastructure and Planning Group (IPG) to re-allocate an additional funding to the Student Portal Mobile |

1. Service provision options considered

There are a number of service provisions the university can consider for Student Portal Phase 2.

Off the shelf vendor solutions provide cost effective options. These solutions have been used by some other tertiary institutions and are relatively easy to integrate and implement quickly.

A custom build solution offers customised functionality but at a higher cost with a longer timeframe to implement.

**Option 1 – Do Nothing**

This option assumes students would continue gain access through the existing Student portal system.

Pros:

* No ITS resources required to implement the project
* No funding required to implement the project.

Cons:

* Reputational damage as students expect a mobile application and other competitor universities already have a mobile application
* Poor user / student experience with large numbers of students accessing the student portal on mobile devices or tablets. The student portal is not optimised for mobile devices.

**Option 2 – Implement the Student Portal Mobile Application using an existing off the shelf product**

* Rapidly deliver a solution
* Easy to implement different modules as priorities change
* There is an initial implementation cost and on-going licensing fee
* Some limited in-house development or customisation may be required.

**Option 3 – Build and install the Student Portal Mobile Application in-house.**

* Allows custom integration with IDM stack for easy authentication, authorization and encryption
* Allows parallel implementation of changes on the current Student Portal and the mobile version, as it utilizes the same programming language and techniques.
* While there is an initial implementation cost, there will be no on-going licensing fee (fees are already included in current membership)

Cons

* The University of Melbourne will need to maintain the code base and update the code base for new versions of platforms and new platforms.
* More Complex solution
* Greater development costs up front

**Recommended option**

The recommended option is Option 2.

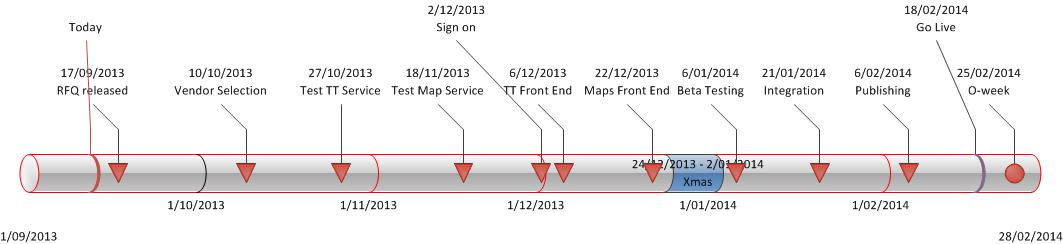
1. Initiative Overview
   1. Potential impact on other ITS services

This section should refer to the service change impact to other services. The impacts should also be included as part of your scope or ‘out of scope’ and as such needs to have an owner.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Number | Area | Service Bundle/Service | Type | Description |
| IMP-1 | IT Service Desk | Refer Service Catalogue ie for impacts as a result of putting in new service | Moderate | Changes to management of students requiring assistance. |
| IMP-2 | Student Centre staff |  |  |  |
| IMP-3 | 13Melb |  |  |  |
| IMP-4 | Student Services staff |  |  |  |
| IMP-5 | Academic staff |  |  |  |
| IMP-6 | Provost Office |  |  |  |

* 1. Work to date and schedule

1. Summary project plan

****

* 1. Milestone summary including stage gates
     1. Mandatory milestones

| Milestone | Planned Date | Required Accuracy | Governance |
| --- | --- | --- | --- |
| Gate 2 – Service Charter | 09 2013 | +/- 10% | SPMO / SMT |
| Gate 3 – Service Design | 10 2013 | +/- 50% | SPMO / PSG / SMT |
| Implement simple functionality | 12 2013 | +/- 50% | SPMO / PSG / SMT |
| Implement complex functionality | 03 2014 | +/- 50% | SPMO / PSG / SMT |
| Gate 4 - Operational Acceptance (Go-Live) | 03 2014 | +/- 50% | SPMO / CAB |
| Gate 5 – Service Operation (Project Closure) | 05 2014 | +/- 50% | SPMO / CAB |

* 1. Next stage plan
     1. Next stage Cost summary

Summarise the detailed analysis from the Budget Forecast template to complete the next stage as per the categories below.

The source of the next stage funding below

| Project funding – needed to complete the next stage | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
|  | 2013 $ | 2014 $ | YYYY $ | YYYY $ | YYYY $ | Total $. |
| Salaries | 90,000 | 80000 |  |  |  | 170,000 |
| Consulting | 40000 | 100000 |  |  |  | 140000 |
| Supplies | 30000 | 0 |  |  |  | 30,000 |
| Services | 0 | 5000 |  |  |  | 5,000 |
| Expensed Assets |  | 5000 |  |  |  | 5000 |
| Income: |  |  |  |  |  |  |
| Sub Total | 155,000 |  |  |  |  | 350,000 |
| Total | **$350,000** | | | | | |

* + 1. Next stage Milestones

Summarise the schedule for the next stage (Planning) including all relevant milestones to an appropriate level of detail to support accurate and informative progress tracking throughout the duration of the stage.

| Milestone | Planned Date | Required Accuracy | Governance |
| --- | --- | --- | --- |
| Product Selection | 01/11/2013 | +/- 20% | Project Steering Group |
| Service Charter Stage – Complete Solution Architecture Document (SAD) | 01/12/2013 | +/- 30% | Project Steering Group |
| Create Service Design Stage Plan | 20/10/2013 | +/- 30% | Project Steering Group |
| Gate 2 – Service Charter | 20/11/2013 | +/- 30% | Project Steering Group / PPG |
| Requirements traceability matrix | 15/11/2013 | +/- 30% | Project Steering Group |

1. Solution statement

The solution statement in the Service Brief identifies the IT component(s) proposed to deliver the new or changed service. It also identifies the ITS areas and key artefacts that will be impacted by the service. At this stage of the lifecycle, the solution statement is high level only – it is intended to give required guidance/direction without a significant investment in time and money.

The solution statement gives direction on what analysis should be done in the Service Analysis stage and what is required to be done in the next stage.

* 1. Proposed solution (s)

Identify the major IT components of the solution, for example ‘Themis’ and a connector to ‘BSM’

* 1. Impact

The impact is estimated as follows:

|  | No change | Minor change | Medium change | Significant change | Unknown |
| --- | --- | --- | --- | --- | --- |
| Enterprise Architecture |  |  |  |  |  |
| Domain Architecture |  |  |  |  |  |
| Roadmap |  |  |  |  |  |
| Standards |  |  |  |  |  |
| Infrastructure |  |  |  |  |  |
| Applications |  |  |  |  |  |

* 1. Associated comments

Provide any comments required for context/to support the solution statement.

1. Operational statement

At this stage of the lifecycle, the operational statement is high level only – it is intended to give required guidance/direction without a significant investment in time and money. Based on this information, direction can be given regarding additional analysis required now and /or what is required to be done in the next stage.

For example – “it is anticipated there will be significant training will be required in order for support teams to operate the proposed service.”

* 1. Summary
  2. Impact

The impact is estimated as follows

|  | No change | Minor change | Medium change | Significant change | Unknown |
| --- | --- | --- | --- | --- | --- |
| People |  |  |  |  |  |
| Process |  |  |  |  |  |
| Products (tools) |  |  |  |  |  |
| Partners (ie. third party) |  |  |  |  |  |

* 1. Associated comments

Operations team to provide information for this section

1. Document control

Approvals

| Version No. | Approval Date | Name | Title | Signature/Email ref |
| --- | --- | --- | --- | --- |
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Review history

| Version No. | Review Date | Name | Title |
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Version history

| Version No. | Version Date | Summary of Changes | Prepared by: |
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| Service Specification Overview |  |

Template approvals

| Version No. | Approval Date | Name | Title | Signature/Email ref |
| --- | --- | --- | --- | --- |
| 004 | 19 July 2012 | Murray Parsons | SPMO Manager |  |
|  |  |  |  |  |

Template review history

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| Version No. | Version Date | Summary of Changes | Prepared by: |
| --- | --- | --- | --- |
| 001 | 25 May 2012 | 1st draft | Naomi Barry |
| 004 | 18 July 2012 | Included changes from workshop | Naomi Barry |
| 004 MGP | 19 July 2012 | Interim version for Kate! | Murray Parsons |
| 005 | 24 July 2012 | Accepted changes and included some minor updates | Naomi Barry |
| 100 | 3 August 2012 | Included “Summary Project plan’ section | Naomi Barry |
| 101 | 13 August 2012 | Minor updates | Naomi Barry |
| 102 | 15 August 2012 | Amended table in Section 1.4.1 to match the naming conventions in work sizing guide. | Naomi Barry |
| 103 | 22 August 2012 | Removed section 1.5 Strategic alignment, objectives and benefits and separated into 3 headings. Moved the three headings to section 1.2, 1.3 and 1.4 | Naomi Barry |
| 104 | 27 August | Minor updates | Naomi Barry |
| 105 | 28 August | Removed link to old toolbox from guidance text and updated section 1.9 and 1.10 with information Operation service costing information | Naomi Barry |
| 106 | 6 November 2012 | Included “Work to date and schedule”: Section 3.2 | Naomi Barry |