Portals, Mobile, Self Service, oh my! UMN's Interaction Hub Implementation



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Your Presenters

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Agenda

- Intro to the Upgrade
  - University of Minnesota, IntraSee, and the Upgrade
- Requirements
- Challenges
- Structure
- Strategy
- Solutions
- Lessons Learned
- Questions

University of Minnesota & Oracle

- Established 1851
- 5 Campus Locations
- 60,000+ Students
- 25,000+ Faculty/Staff
- Implementation 7.5 in 1999
- In the final steps of a major upgrade.

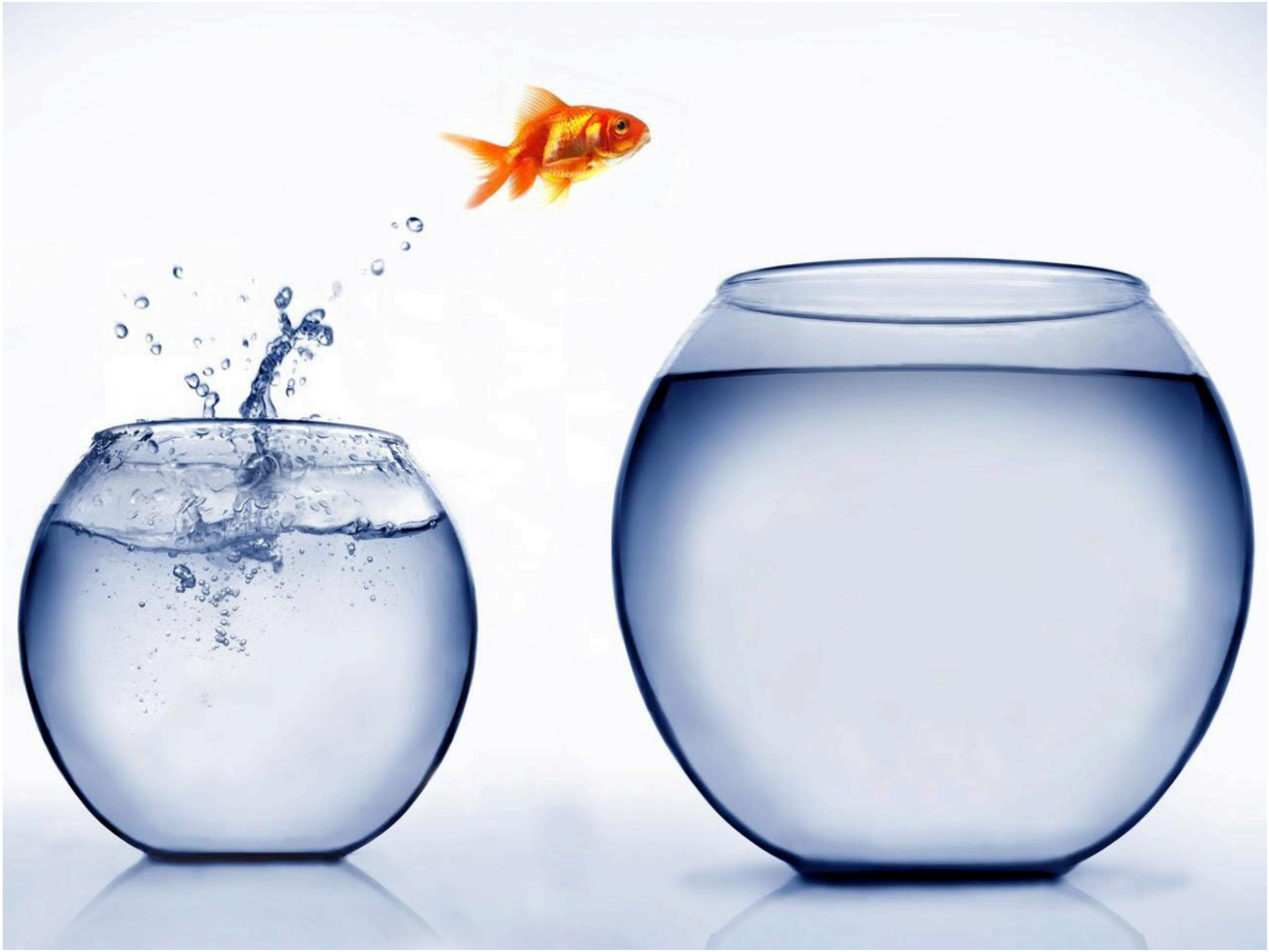


About The Upgrade

- $83.5 million
- Implementing delivered self-service
- Converting all job data
- All processes analyzed
- Kickoff in October 2012
- Launch in April 2015



upgrade.umn.edu



About IntraSee

- Solutions company: products and consultancy
- Bringing superior user experience to enterprise software
- Higher Ed and commercial clients
- Showcased by Oracle and a preferred partner
- We build portals, self-service, mobile sites and more



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Project Requirements

- Mission: to help people be successful getting their business done
- Build a front door for all authenticated Students, Faculty, and Staff
- Unified Interface for 5 campuses
- Simplify Navigation to all PS delivered services and functions



Project Challenges

- Project re-started in 12/2013
- Shortened timeline
- Team issues
- Lack of technical depth
- Community expectations



Project Structure

- IntraSee - Implementation Vendor
- Portal Implementation Team:
  - 4.5 FTE - Business Analysts
  - 1 FTE Communication Lead
- Working with Program Structure
  - Campus Solutions - .75 FTE
  - Human Resources - 1 FTE
  - Finance - .25 FTE
  - Reporting - .75 FTE
- Total Program FTE approx 300



Portal Strategy

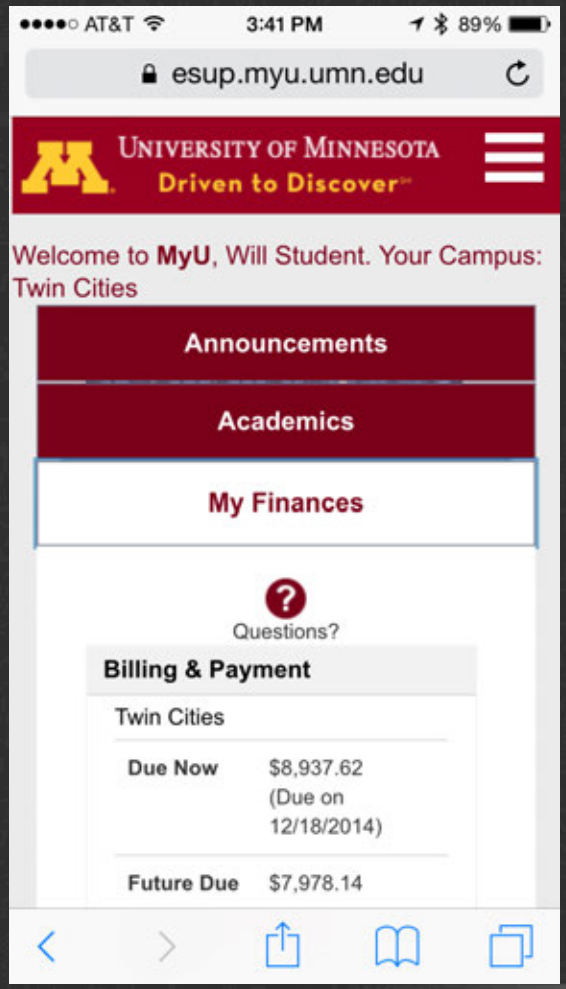
- Users guide the way – Usability test along the way/empower governance – 3-2-1 design
- Content for individuals not offices
- One experience, not multiple
- Deeper integration – beyond the link to data
- Portal as Change Agent for the Upgrade
- Set-up a platform for future growth



Demo



Platform Agnostic Design



- Responsive
- Accessible = WCAG2.0 AA is the goal

Lessons Learned

- IntraSee Partnership
- Portal is the quarterback: Too much glory and too much blame
- Dedicated team
- New governance is hard
- Focus on the user, not institutional silos
- It is hard to be iterative in a waterfall world
- You don’t have to re-create the wheel
- Clarity in all things – SOW, Requirements, Success measures



Questions?



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