



myUniSA Staff Portal
Learning and Teaching Unit
University of South Australia

myUniSA Staff Portal

GOVERNANCE

8 May 2009

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1. Introduction

This document summarises arrangements for the ongoing ownership and governance of the myUniSA Staff Portal.

By providing a one-stop resource for staff to access all information related to their work at the University, the staff portal is a key channel of communication within the University. myUniSA integrates a range of online services (including teaching, learning, research, financial and human resources) into a well designed, efficient and effective integrated web environment. It provides members of the University community with a single user experience that crosses information systems and technologies, bringing together relevant information appropriate to their work and responsibilities. It is a one-stop client-oriented web site that personalises the portal's tools and information to the specific needs and characteristics of the person visiting the site, using information from university databases.

The portal brings together in one place:

- Student information
- Course and class information
- Results entry
- Program information
- Access to various communication methods – email, SMS, announcements, discussions
- A Researcher's personal research data – points, publications, projects, ethics, HDR students
- Links to learning materials, CEI/SET, assessment
- Announcements
- Alerts tailored to the individual
- Key Dates
- Employee's personal information – eg leave balances, pay details, occupancy details
- Links to the Employee Self Service
- Reports – searching and bookmarking
- Forms – searching and bookmarking
- Library information – eg library record, overdue books
- Management tools – managing people, resources, finances, reports, access management
- Consolidated search facility using Google
- Corporate information
- Links and resources for all university areas

A web browser is the only software that staff need. Access to certain information may be restricted due to someone's role. Access permissions remain the same as through the UniSAinfo (student, staff and reporting) sections.

The intended audience for this document is:

- Corporate Web and Portal Management group (CWPMG – see Appendix A)
- Stakeholders : Directors: ISTS & LTU
- Relevant LTU and ISTS staff

Current context

The staff portal was developed and released in two phases ending in late 2008. It has now moved into maintenance mode where work consists of critical bug fixes and minor additions.

All information from the now obsolete UniSAinfo Student Section has been incorporated into the staff portal. All UniSAinfo Reporting public reports are available through the portal and the majority of functionality from UniSAinfo Staff Section has also been transferred to the portal.

It is acknowledged that the staff portal and the online teaching and learning resources of the University are strongly linked. There is also acknowledgement that there will be a major redevelopment of the teaching and learning management system and therefore resources during 2009 / 2010. This will impact on the ongoing development and enhancement of the staff portal.

2. Ownership Principles

2.1. Infrastructure is hardware, software and connectivity

- Infrastructure support and operation are provided by Information Strategy and Technology Services (ISTS) with the following development standards:
 - UniSA operating environment;
 - UniSA project management methodology; and
 - UniSA quality processes.

2.2 Procedures and expertise

- User and administrator documentation are the responsibility of the Online Education Support Team (LTU).
- Ongoing support of this documentation will be co-ordinated by the Online Education Support Team (LTU).
- Technical documentation and the provision of technical support are the responsibility of Manager: Applications Infrastructure (ISTS).
- Updates to the portal will be coordinated between ISTS and LTU using the Request for Work (RFW) process.

2.3 Information ownership

- Information is sourced automatically by myUniSA from various corporate systems for display to (and in some cases manipulation by) target staff audiences.
- Ownership of data is held by the various business units / divisions responsible for providing the data.
- Key Dates and Forms data is owned and maintained in the databases by the relevant business units.

2.4 Information management

- The portal exists to enable one-stop access to University data and information for staff.
- The Team Leader: Online Education Support will keep a permanent and updated description of the functional specifications of the portal.

2.5 Information access

- Services provided via myUniSA are to be used only by University of South Australia Staff or Staff of partners to the University (eg SAIBT, CELUSA, OUA).
- Application for provision of new content or amendment to current content is direct to Director: Learning and Teaching Unit.

3. Governance

3.1 Governance is concerned with:

- operational protocols;
- contracts and licensing (upgrades of software and adding or deleting new features);
- business process reviews and changing of business processes;
- communication to students and staff;
- evaluation of performance and usage including principles for student feedback;
- ongoing impact on other systems and applications;
- enhancements and changes via the RFW process, and
- consideration of other administrative and support needs identified through the various forums relating to student services.

3.2 Governance arrangements

Ultimate responsibility for the staff portal will rest with the Corporate Web and Portal Management Group (CWPMG). LTU as sponsor of the staff portal will coordinate and manage the ongoing support, upgrade, and enhancements of the staff portal in close association with ISTS staff. The Director: LTU, as a member of CWPMG will present recommendations relating to any major redevelopment to the group and obtain their approval prior to implementation.

The Team Leader: Online Education Support will have prime responsibility for day to day management of the portal and will work in close association with the Manager: Learning and Teaching (ISTS) who will support the technical aspects of the portal.

A myUniSA Staff Portal Reference Group (SPRG) will be established to discuss and prepare recommendations and reports to the CWPMG regarding ongoing enhancements and improvements to the Staff portal, including costing, priorities and timelines. SPRG will meet at least twice per year (this could be more often if determined necessary by CWPMG,

- Responsibilities of SPRG will include:
 - consideration of all staff administrative and support needs
 - recommending content and services for the staff portal
 - assisting in undertaking evaluation and testing of prototypes
 - providing test groups of staff for testing and feedback
 - monitoring and recording issues raised by staff
 - assist in providing information to determine priorities for future enhancements and upgrades
- Reports to:
 - Director: LTU
- Membership to be:
 - ISTS – Manager : Learning and Teaching
 - ISTS – Senior Information Technologist
 - ISTS – IT Help Desk Coordinator
 - LTU - Team Leader: Online Education Support
 - LTU – Deputy Director : Academic Learning Services
 - RES – Manager: Research Education and Teaching
 - TSS – Representation of Transnational Co-ordinators group

- UI - Operations Coordinator
 - LIB – Manager : Information Resources and Technology
 - MDU – Web Development Coordinator
 - MDU – Senior Development Officer (Alumni)
 - Finance – Manager: Financial Systems (as required)
 - 2 x Academic representatives
- Meetings to be held approximately twice per year or more regularly during peak times of development activity, as identified by the chair.

3.5 Activity matrix for the governance structure:

Activity	Corporate Web and Portal Management Group (CWPMG)	Business Sponsor (LTU)	Technical Support (ISTS)	Staff Portal Reference Group (SPRG)
Manage day-to-day operations <ul style="list-style-type: none"> • Approve and add announcements • Make changes to portal text and add/remove links as required • Ensure accuracy and consistency of content • Monitor and action portal email feedback account • Make changes to site maps and help text as required 		✓		
Update documentation <ul style="list-style-type: none"> • Business Rules • Governance of myUniSA • Technical documents 		✓ ✓	✓	
Organise and chair reference group meetings		✓		
Submit reports to Corporate Web and Portal Management group (CWPMG)		✓	✓	
Coordinate communication to staff		✓		
Advise on evaluation strategies	✓	✓	✓	✓
Implement evaluation strategies		✓	✓	
Develop operational protocols		✓	✓	
Advise on ongoing funding		✓	✓	
Manage upgrades and licensing			✓	
Review of business processes		✓		✓
Development of future	✓	✓	✓	✓

enhancements				
Impact on other systems and applications	✓	✓	✓	
Investigation of future technology that could apply to the staff portal		✓	✓	
Provision of activity logs and usage statistics			✓	
Provision of IT Help Desk reports			✓	
Monitoring impact of other University systems, including load testing and demand			✓	
Technical development of enhancements			✓	
Identification of information from corporate systems to be accessible from the portal		✓		✓
Evaluation of functionality, content accuracy and usage patterns		✓		✓
Managing and applying security to the portal emulator		✓		
Maintaining staff portal demonstration documentation		✓		

4. Evaluation

The Team Leader: Online Education Support on behalf of the Director LTU will seek information on value derived from using the staff portal, whether positive or negative comments, with evaluation feedback being available to the CWPMG.

The Team Leader: Online Education Support will use an evaluation framework to:

- check key standards are being maintained
- detect issues and risks
- improve systems and procedures
- track usage patterns
- verify benefits sought by stakeholders: Staff Services Advisory Group, CWPMG, administrative units and schools
- keep stakeholders informed
- document findings.

When evaluation shows that the services are becoming outdated or are not meeting performance expectations, the Team Leader: Online Education Support will make decisions and raise issues with the Director: LTU regarding options on upgrading or modifying the Staff Portal service.

ISTS is responsible for providing activity and usage statistics to the Team Leader: Online Education Support for analysis. Similarly, the IT Help Desk incident reports are to be the responsibility of the IT Help Desk.

Possible measurements include:

Measure	Method	Frequency
Number of users	Web activity logs	Quarterly reports
Peak use times	Web activity logs	Quarterly reports
Number of visits	Web activity logs	Quarterly reports
Most frequent users visiting	Web activity logs	Quarterly reports
Help Desk Incidents	Help Desk reports	Quarterly reports
Content suitability	Evaluation questionnaire	As needed
Content accuracy	Evaluation questionnaire	As needed

Appendix A

University wide management

The corporate web presence is overseen by the Corporate Web and Portal Management Group (CWPMG). This committee meets as a minimum, twice per year. Its main role is to:

- monitor current performance of the web presence on both corporate and non-corporate servers relating to
 - usability by clients and customers
 - conformity with accessibility and other legal requirements and oversight of Online Accessibility Action Plan
 - conformity with agreed standards of accuracy and appropriateness of architecture and content
 - conformity with links to both internal and external sites

 - compliance and management of the Web Management Guidelines
- *approve major changes to the corporate information architecture as per these guidelines*
- *recommends development of significant web related application and infrastructure developments*
- The University Web Management Group is chaired by the Executive Director and Vice President: International and Development and includes:
 - Director, Marketing and Development
 - Director, Information Strategy and Technology Services
 - Director, Student and Academic Services
 - Director, Learning and Teaching Unit
 - Director, Research Services
 - a representative of the Divisional Managers, and
 - a representative of the Heads of School group.

The Manager Marketing Communications (MDU) is the executive officer to the Steering Committee. MDU and ISTS web staff will be invited to attend relevant meetings when required.

The Web Management Group will accept reports or briefings from, and liaise with, other university committees or groups including the Online Accessibility Management Committee.

Appendix B

This Appendix deals specifically with the governance of the Staff Portal Home Page.

Home Page Structure

The Staff Portal Home Page has a defined and structured layout. The structure is represented by the wire-frame diagram in Figure 1 (below). The green shaded sections indicate items that are unique to the individual.

Figure 2 shows an actual screenshot that represents the diagram in Figure 1.

The Home Page needs to retain a balanced feel without overly cluttering the page or requiring a user to scroll down too far to see information.

The Home Page has the following sections:

Header

This space is reserved for the UniSA logo and search fields. No additional content can be added to this section.

Pillar Bars

This section is used for the navigation to the pillars containing the majority of the content within the portal. No additional content (apart from new pillars) can be added to this section.

Name

This space displays a welcome message and the person's name. No additional content can be added to this section.

Information Panel

This currently houses external links to the date and time, weather and World Time. This section could have additional information or links to non-core external content if required.

Customisable Links

This space allows people to add their own links to the portal. These links can be internal or external. This section cannot be amended by corporate user requests.

Portal Links

This space allows people to add links of information that exists within the portal (only) to the home page to allow rapid navigation. This section cannot be amended by user requests.

Buttons

This section has buttons that link to prominent web systems or portal functions such as Customise and Logoff.

Currently these buttons include:

- SMS
- Email
- Library
- Feedback
- Customise
- Logoff

Announcements

This space has three tabs (two of which are permanently active) – Current, Previous, Service Announcements. The section allows people to submit and review previous UniSA announcements. Service Announcements appear only when an ISTS service interruption is scheduled or for unplanned interruptions.

Announcements have a distinct start and end date and are managed by Chancellery. Other announcement related tabs could be added if they have a specific category/type.

Should a request from the University community arise, then the new tab request should be evaluated to determine if it meets the following criteria:

- University wide audience
- Distinct start and end date for the announcement type (ie the information displayed should expire, rather than displaying a permanent static link)
- Will generate enough announcements to warrant a dedicated tab.

Favourites

The Favourites section consists of two tabs: Forms and Courses. An individual can set which of the tabs that they want to display as a default. These items are read from a “favourites” database.

Other favourite related tabs could be added if they have a specific category/type. Should a request from the University community arise, then the new tab request should be evaluated to determine if it meets the following criteria:

- University wide audience
- Allows a person to mark a favourite item in another web based application.
- Will generate enough items to warrant a dedicated tab.

Key Dates

This section consists of corporate Key Dates that are managed through the portal by staff in Research and Innovation Services, Chancellery, Student and Academic Services, Library, Planning and Assurance Services, Learning and Teaching Unit, Information Strategy and Technology Services and Finance. No additional content can be added to this section.

Alerts

This section is designed to warn users of individual items that need their attention. This component only appears if a user has a current “Alert”.

Additional related tabs could be added, appearing if the specific threshold has been crossed. Should a request from the University community arise, then the new Alert request should be evaluated to determine if it meets the following criteria:

- That the proposed Alert is unique to a specific group of users. That is, an Alert will not be a general information link, but rather a personal item that has crossed a threshold (eg Email mailbox full, Library book overdue, etc).
- The proposed Alert is an item that requires attention.

HR Links

This component contains links to the Employee Self Service (ESS) items within the HR system. As other ESS items are enabled, then additional links can be added to this part.

OHSW&IM

This component contains links to Occupational Health, Safety and Welfare web pages, as well as a direct link to the Incident Reporting web page. As other OHSW items are added, then additional links can be added to this part.

Footer

This section contains links to generic information regarding the University and Portal (eg Copyright, Web Accessibility, Help, etc). This can have additional information added as required.

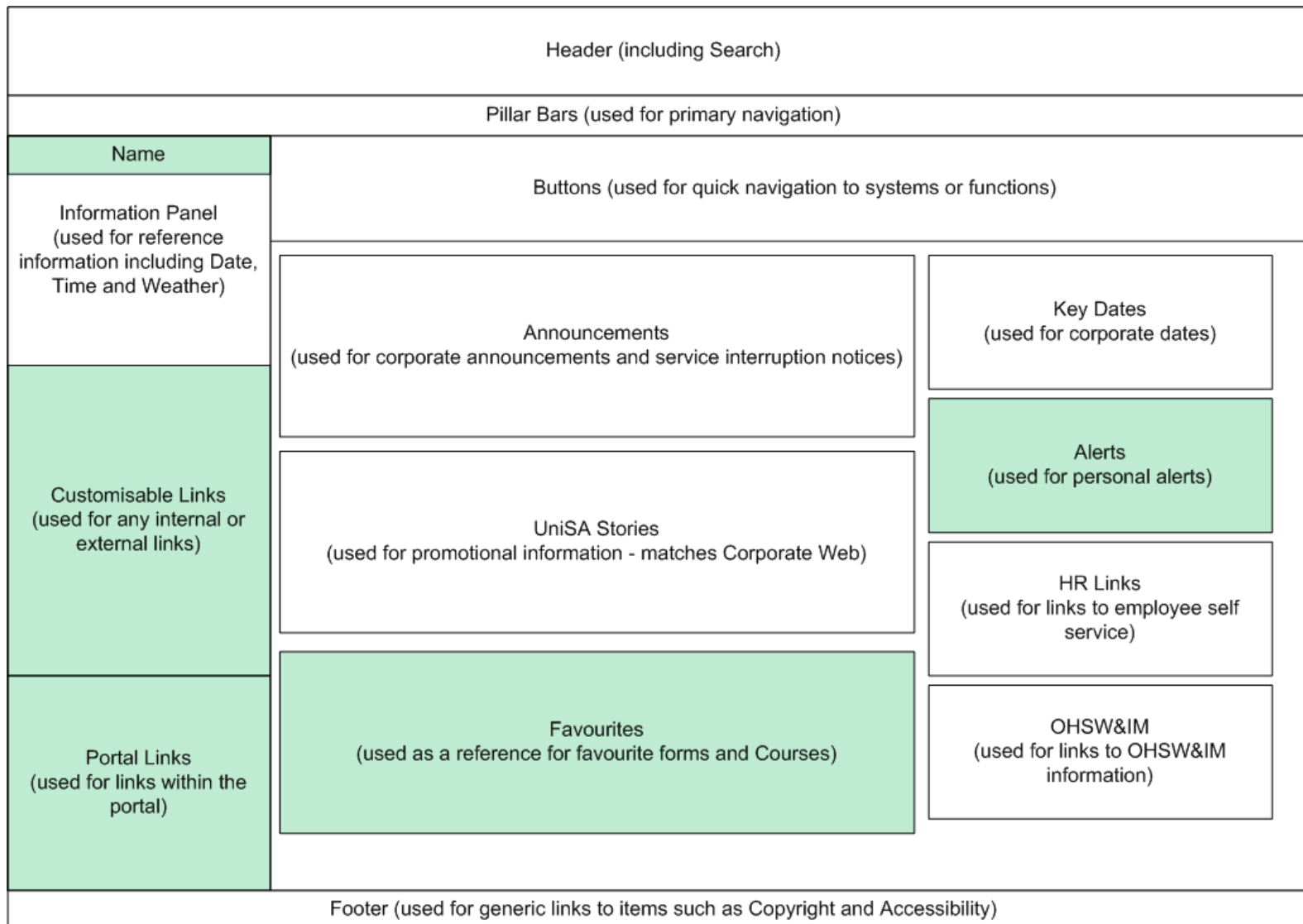



Figure 1



myUniSA
 UniSA

 Search Options
 Keywords

Home
my Details
my Teaching
my Research
my Management
my University
my Employment
my Services

Welcome
Richard Lamb

Today in Adelaide (GMT +09:30):
Tue, 26 May 2009, 10:27:12 AM
☀️ Minimum 13C Maximum 17C, A shower or two.


World time :
 Show World Clocks


my Links


- SPS Menu
- Maintenance Roster
- Staff Portal Prototype
- Staff Portal DEVELOPMENT
- AssignIT Mock
- Ess
- Breeze Admin
- Create Outage Notice
- LMS Project Team Site
- Online Education SharePoint
- LearningFast Stats
- eBusiness Team Site
- Staff Portal Stats
- Application Stats
- Salisbury Library Catalogue
- Centra Stats
- UniSAnet Statistics
- Apppro Stats
- Gartner Access
- New Student Portal (Tony's Machine)
- New Student Portal (Tony's Machine) 2
- New Student Portal (Tony's Machine) 3


Portal Links


- Date Ready Reckoner Tools
- Item Code Lookup Tool
- Set Employee Access to Applications
- Log an IT Help Desk Call
- View Internet Usage for a team
- View Landline details for a team


 SMS

 Email

 Library

 Feedback

 Customise

 Logoff

Announcements

Current | Previous


- Cleaning & Waste - Customer Satisfaction Survey
- Payment Summaries - Postal Address Check
- Smoking Zones on City West and City East Campuses

Key Dates

25 May 2009

Mon	Event:
25	UniSA Human Research Ethics Committee (HREC) meeting

my Stories



Honours flow for UniSA's Laureate Professor Ralston [more >>](#) < 3/7 >

Favourites

Forms | Courses

- Software Licence Application
- Purchase Requisition
- Petty Cash Reimbursement
- Leave - All Staff
- Microsoft Work at Home Software Media Application

Alerts

- Mobile billing charges are ready to be viewed
- Mobile billing cost centre charges are ready to be viewed

myHR

- Personal details
- Leave request & details
- View payslip
- Change bank details

OHSW & IM

- Responsibilities
- Policies & Procedures
- Hazard Management
- Training

Figure 2

Guidelines

Process

Should a new Home Page item request be submitted via the Helpdesk, then the following process must occur.

1. LTU representative evaluates whether the request is reasonable and appropriate. Any clarification will be obtained from the Director: Learning and Teaching Unit. Should the request be deemed inappropriate, the person requesting the change can still present their business case to the Corporate Web and Portal Management Group for review.
2. LTU representative works with appropriate LTS (ISTS) person to determine functional requirements, business rules and screen positioning regarding the proposed item. See "Justification for a New Component" below.
3. The Functional Requirements (including business rules, justification and visual mock ups of the home page with the modifications) are submitted to the Corporate Web and Portal Management Group for review via the Director: LTU.
4. If approved, the work will commence and be delivered in an agreed time frame. Communication of the modifications will be made through the Staff Portal announcements.

Justification for a New Component

New functionality that is requested will fit into one of 6 possible categories:

1. Announcement
2. Alert
3. Information
4. Favourite
5. Event/Key Date
6. Link
7. Dynamic and/or interactive content

It should be determined immediately whether the request can fit into one of the existing components, via the following filter process.

1. Is the new functionality a once-off form of notification (as per an email) that will expire after a set period of time? If so, then it should be recommended that the new item is merely submitted as an Announcement.
2. Is the new functionality something that has a distinct threshold that can be exceeded? Is it unique to individuals? If so, then a new Alert type should be specified and documented.
3. Is the new item related to non-core UniSA information (external links) (eg time, weather, etc). If so, then this should be recommended to be added to the Information Panel. This should be specified and documented.
4. Is the new item a collection of links that can be added as favourite items? If so, it should be a new form of favourite, and will require a new favourites tab.
5. Will it occur around the same time every year? Is it a corporate event that happens on a specific date? If so, then this should be added to the Key Dates database.
6. Does the information requested consist of a single link to a prominent system? If so, this can be added as a button in the Buttons section.
7. Does the information requested consist of a common series of links? If so, this should be presented in a Functional Requirements document as per "Process" above.

8. Is the requested component a new dynamic and complex presentation of data? Is the requested component an interactive element (ie survey)? If so, this should be presented in a Functional Requirements document as per “Process” above.
9. Is the request to a new function/service for staff – if so this should be in the ‘What’s new’ section?
10. Is the request for a link to information already accessible from the staff portal (through the portal pillars or another section. If so, but it is a new service then it could be linked to the ‘What’s new’ for a limited period of time.

DRAFT