

- **What an Enterprise Portal Should Do and How Engineering's Intranet Effort Should Be Incorporated**
  - *"We, as College staff, faculty and grad students find it difficult to gather the appropriate information about how the University works that we need to do our work. The intranet will gather this information in one place and make it easy to find without overwhelming us with information we don't need."* -- I wrote this about our intranet effort, but it is the same thing an enterprise Portal should address. Portals are normally very closely tied to admin systems. Our effort is tied to documenting administrative processes generally.
  - Portals aggregate the front ends for an enterprise's computer systems & web sites. Because portlets have very little screen real estate they cannot contain all of a given computer systems interface. As a result, you normally still need the full web based interface for the computer system as well. The system's portlet simply provides a very personalized and timely view of the most useful entry points for the systems a web visitor is likely to need.
  - **Portal**
    - ♦ What a portal should do
      - Deliver entry points to other systems specific to the individual web visitor
      - Some functionality is small enough that it can be encapsulated in the portlet itself, in which case there is no need for the other web sites/systems
      - For the most part, that's all (and it's enough)
    - ♦ What should be on a portal
      - A portlet has very little space, therefore the portlet should maximize the value of that space by delivering information that is specific to you and the current status of whatever larger entities it is representing.
      - Personalization should be much more than being able to pick from a set of portlets that have the same content for everyone.
      - Giving each person too much ability to customize what portlets they see makes it harder to support and is confusing to users.
      - Discoverability is key. No digging through tabs, etc.
      - Choice of what goes on enterprise portal should be driven by addressing the mission of the organization.
      - Enterprise portals are closely tied to administrative applications.
    - ♦ Often Portal efforts are so closely tied with administrative systems efforts that they get conflated.
    - ♦ Examples of portal experiences
      - **Faculty** should see their courses, they can then click on links that take them to all aspects of their courses in one click. E.g.: current class list. class web page (with editing features), class grade book (if they are using one) final grade submission, etc. For HR, they should be able to go to benefits, or pay stubs, etc. Finance -> phone and nub bills, research expense reports, etc. At UC Davis the faculty wanted to be able to see their stocks. (Strange that staff and students weren't nearly as interested in this portlet!)
      - **Students** should see their course list and be able to drill down into the course web site, their prelim scores, etc. They will also want to see their transcripts, etc.
      - **Staff** should see their workflow task list, announcements that are relevant to them, portlets that address the administrative responsibilities they are responsible for, etc.
      - **All** of them will also see their email, directory info, library check out list, etc.
  - **How our intranet should be integrated w/ campus portal**
    - ♦ We are developing a way to display material based on a person's roles. This is one way of the personalizing content in a portlet that I described above. This can be leveraged broadly across many portlets.
      - One of the first uses will likely be to develop a portal based on the existing Admin portal effort that delivers a role specific list of links to existing administrative systems.

## Agendas

- ♦ As a part of the intranet effort, we will develop an intranet portal channel that will include quick links to the most common answer pages for your roles this month. It will also include the search features we're developing and a link to the intranet homepage.
- **Intranet integration with other campus efforts**
  - ♦ We are building an infrastructure that could front end a full suite of process documentation provided by all units on campus. Other people (especially CALS) are interested in adopting our design. Aside from the cost in stakeholder management, it would make sense to deliver this functionality centrally.