

IT
TIMES

<http://ittimes.ucdavis.edu/>

SPECIAL EDITION

UC Davis and the New Business Architecture

A New Way of Doing Business at UC Davis

<http://nba.ucdavis.edu/>

Imagine a Web site smart enough to know you by your first and last name. A Web site smart enough to give you access to the information, documentation, and tools that matter to you. Smart enough to protect your privacy and the university's resources. And smart enough to leverage emerging technologies to streamline and simplify your job.

In this special issue of the IT Times, we introduce you to an initiative that promises to make this vision a reality for all of us. The UC Davis New Business Architecture, or NBA, was indeed officially launched last September when the MyUCDavis Web portal was identified as the foundation for the development of a campus enterprise portal from which students, faculty and staff will be able to access a range of administrative, business, and academic resources.

To help us introduce the NBA, we've asked various members of the campus community to share their contributions and thoughts about the development of our Web portal.

UC 2010



for the University of California

Why a New Business Architecture?

As Chancellor Larry Vanderhoef indicated in his Fall Convocation address two years ago, the University of California has been asked to accommodate 60,000 new students and 7,000 new faculty by 2010. Given the tight timeframe and the challenges at hand, our campus quickly recognized the need for a creative, multi-faceted approach.

To help deal with the physical implications of this growth, new buildings are already being constructed, and the long-range development plan is being revised. In parallel developments, the Office of the President established a planning group to identify the strategies needed to manage growth effectively while controlling costs and improving the overall work environment for UC employees. In July, 2000, the group identified six general strategies:

- Develop campus business portals that will integrate components of the new business architecture
- Apply new approaches to how the university recruits, retains, and develops the best people
- Streamline UC's cumbersome policies and processes
- Leverage new technology to contain costs and improve services to UC's constituents
- Integrate campus financial systems and provide enhanced financial reporting through implementation of emerging technology standards
- Embed performance management systems in UC business processes and focus on the most important financial controls

The report, *UC 2010: A New Business Architecture for the University of California*, outlines an operating environment strikingly different from the current one.

Focusing on People and Processes

It would be tempting to see the NBA purely as a technology project designed to develop a new Web portal for the campus. It is in fact primarily a business-driven initiative that recognizes the need for new and better ways of doing business.

Many campus departments and faculty, motivated in large measure by continuing budget constraints, the rising popularity of the Internet, new student expectations, and the prospect of greater convenience, have already gone online with courses, virtual chemistry labs, student services, e-recruitment, parking fee payments, online ordering, and other services. The NBA simply recognizes this trend and proposes to provide a framework for the creation of similar resources and their integration into the campus enterprise portal.

A number of technological solutions will certainly be required for the enterprise portal to provide reliable access to a range of secure services at all times, as well as the ability to personalize information to each individual's needs and

interests. But the team's focus will be first and foremost on people and processes. The team's approach will include finding ways to make our jobs easier, redefining processes (particularly those that can be automated and those that might be overly complex, time-consuming, or inefficient), and leveraging technology in support of the campus' business needs.

Phased Approach, Incremental Results

In this first, planning phase, the focus of the UC Davis NBA Team has been on defining an organizational structure and on prioritizing goals. Major accomplishments include:

- The creation of the NBA Team (see sidebar on page 8), with representation from major departments and administrative computing systems. The initiative is co- led by John Bruno, Vice Provost for Information and Educational Technology, and Janet Hamilton, Vice Chancellor for Administration.
- The identification of technology projects (see page 5, or view the Technology Development Team's proposal at <http://nba.ucdavis.edu/>).
- The decision to focus the second phase on inventorying academic and business processes and identifying those that should be integrated into the portal.

The New Business Architecture promises to be a long but exciting journey that will require long-term, sustained investment, collaboration, and change in many of the fundamental ways in which the university operates. These technical and cultural changes will occur over the next few months and years as improvements are made to enhance and expedite the delivery of services, reduce cycle time, and increase process efficiencies. Most importantly, this initiative promises to improve working conditions for all of us.



Logging On

The Online Gateway to UC Davis

<http://my.ucdavis.edu/>

Faculty, students, and staff are using MyUCDavis, the campus Web portal, to fulfill their academic and business responsibilities. In this issue find out how you can use and contribute to MyUCDavis.

Can the Portal Simplify Instructors' Jobs, Too?

Richard Plant Reflects on Using Web Course Management Tools

By RICHARD PLANT, ACADEMIC COMPUTING COORDINATING COUNCIL (AC4) CHAIR

Editor's note: In preparing this issue, The IT Times asked Dr. Plant to offer his perspective on course management tools featured on MyUCDavis. As the Chair of AC4, Dr. Plant has been involved in ensuring that instructors' needs are considered by the teams who develop MyUCDavis. As a Professor, Dr. Plant can recount the first-hand experience of a busy faculty member who utilizes the Web portal to make his job easier.

To paraphrase a well-known commercial slogan, at UC Davis, academics are our business—our only business. Thus, a new business architecture must also be a new academic architecture, designed with academics in mind. It must address the question: how can this technology be used to make our lives as faculty easier and more productive?

MyUCDavis: What's In It For Me?

When I started using course management tools available on MyUCDavis, I assumed that the extra effort to use them would be worthwhile, since it would make things better for the students. However, it surprised me that these tools made things much easier and more straightforward for me. Designed with the complete novice in mind, they can actually be mastered easily. Simple use of these tools saves me from dealing with the common hassles

of administering a course. For example, the class email list comes in handy when I need to contact a whole class of students with last-minute announcements, and the class Web site makes it much easier to distribute materials or rapidly correct mistakes discovered in existing materials. Also, if someone outside the class wants to know about my course, I can simply refer them to the Web site for a complete description.

If you have the time and know-how to create a glitzy Web page, you probably created one long ago. For the rest of us, there is the MyUCDavis Website Builder which takes only an hour or so to learn and enables instructors to build effective no-nonsense Web pages.

To Professor Barbara Goldman of the Department of Education, these tools offer a number of conveniences. "For my students' use, I upload class lecture overheads, course assignments and assignment scoring guides, sample exam questions, links to class-related resources, and students' scores on course assignments," Goldman says.

How Faculty Use MyUCDavis Outside the Classroom

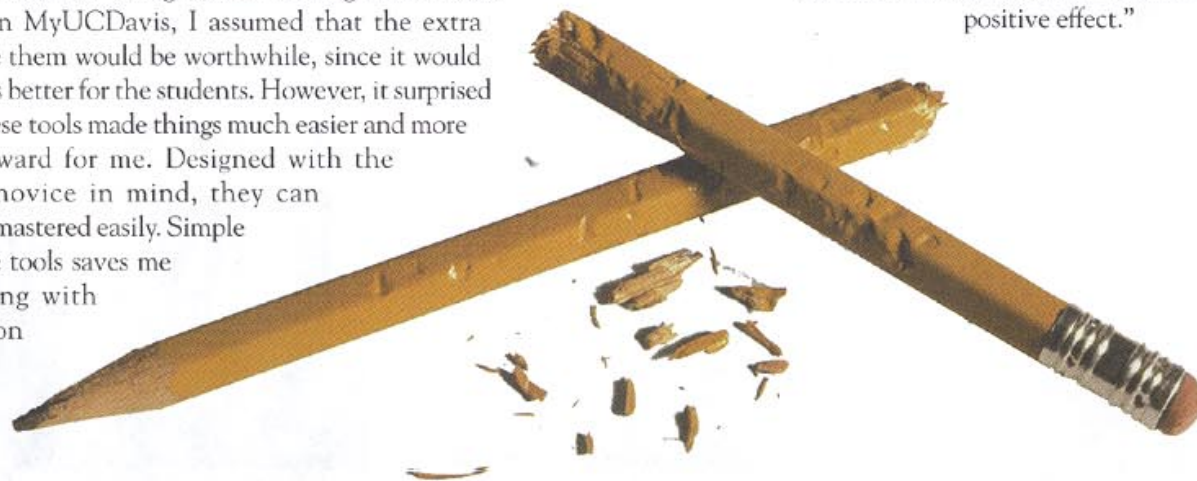
In addition to the course management system, MyUCDavis contains a number of other features, and

continues to house new ones, such as My Contracts and Grants, which provides the Principal Investigator with direct, immediate access to DaFIS accounts of his or her grants. "I have been waiting for this feature for a long time," says Emilio Laca of Agronomy and Range Science. "It is probably the most important part of MyUCDavis. I estimate it will save me and my Research Assistant one hour a week. More importantly, I will be able to plan my research based on more accurate numbers, which will have an enormous positive effect."

FEATURE	PURPOSE
Website Builder	<ul style="list-style-type: none"> • Make and edit secure course Web sites • Add links from your own Web site, other Web pages, PDF files, or Word documents
GradeBook	See story, opposite page.
Course Communication	<ul style="list-style-type: none"> • Establish and monitor chat rooms and newsgroups • Set up and manage class mailing lists • View and export class rosters • Post messages and alerts to course Web sites
Course Management Administration	<ul style="list-style-type: none"> • Identify proxies (such as TAs) who can access the Course Management Tools for each class (e.g., class rosters, classroom information such as computer classrooms and classroom lookup) • Add guests who are not enrolled to courses
My Contracts and Grants Channel	<ul style="list-style-type: none"> • Enables Principal Investigators (PIs) of contracts and grants to administer them • Run a real-time query against the DaFIS system and display the contract/grant name, account, and balance for all your contracts and grants • View fund balance, sub-account balances and expenditures
MySpace	<ul style="list-style-type: none"> • Offers 55 Megabytes of secure space for the storage and sharing of files with staff and your students

Retrofit your Course with MyUCDavis

These are just a few of the growing number of course management tools available for you when you log on to <http://my.ucdavis.edu/>. MyUCDavis also features Web-based email, an electronic calendar and planner system, and much more. To access the tools listed above, click on the "My Classes" tab. Quick tutorials are provided to help you get started.



Put the 'My' in MyUCDavis: Get Involved

Since MyUCDavis is a campus-created tool, there is an excellent support staff readily available to the user. Professor James Griesemer of the Philosophy Department says, "One of the best things about MyUCDavis, besides the ease with which even novices can set up and maintain course Web pages, is the staff support behind it. When I have a technical problem or a suggestion, I get answers to my questions quickly. Very often, I see my suggestions for programming improvements implemented." The MyUCDavis Development Team even gives faculty the opportunity to influence how the tools are developed. For instance, this quarter some of my students were having difficulty accessing their grades in GradeBook. I found that the instructions were causing the students to select the wrong menu option. I sent the development team an email pointing this out, and the very next day the problem was corrected.

Log on to <http://my.ucdavis.edu/>. I urge you to get involved by contacting the MyUCDavis Development Team with suggestions at myucdavis@ucdavis.edu. Inquire about instructor training for MyUCDavis use at the Arbor by visiting <http://arbor.ucdavis.edu/>.



New Business Architecture Milestones

dec	may	jan	mar	apr	jun
<ul style="list-style-type: none"> • First prototype of a Web portal named "Gateway" presented to a group of Associate Vice Chancellors 	<ul style="list-style-type: none"> • Gateway prototype demo at Odyssey, a campus technology showcase 	<ul style="list-style-type: none"> • Academic Computing Coordinating Council (AC4) recommends building infrastructure to support faculty and student Web pages 	<ul style="list-style-type: none"> • Proposal to spend forthcoming one-time technology grant in Web course tools and administrative Web applications 	<ul style="list-style-type: none"> • Provost and Executive Vice Chancellor Grey approves Gateway project 	<ul style="list-style-type: none"> • One-time funds approved for Gateway project
1997	1998	1999			

An Evolving GradeBook

UC Davis' Interactive Online Grading System Arrives

MyUCDavis features a number of course management tools developed with you, the UC Davis instructor in mind. In collaboration with the Academic Computing Coordinating Council (AC4) and a group of UC Davis faculty, the MyUCDavis team has developed a tool called "GradeBook." Just like the paper ledgers of old, this tool was designed to keep track of student grades. And just like existing software programs which automate grade calculations, GradeBook eliminates busy work for the instructor. What makes GradeBook different from traditional grading programs is that it was designed in-house to be integrated with other computer systems on campus. It also offers interactive features that allow you to communicate grades to students throughout the quarter.

Tailored to UC Davis Faculty

In order to make this tool practical to UC Davis instructors, the developers went straight to the source and asked faculty members for input about GradeBook's design. According to Richard Sutherland, a member of the MyUCDavis GradeBook development team, the interaction with a UC Davis faculty focus group was "instrumental in producing a product that met the diverse needs of the faculty and teaching staff."

Easy, Integrated and Flexible

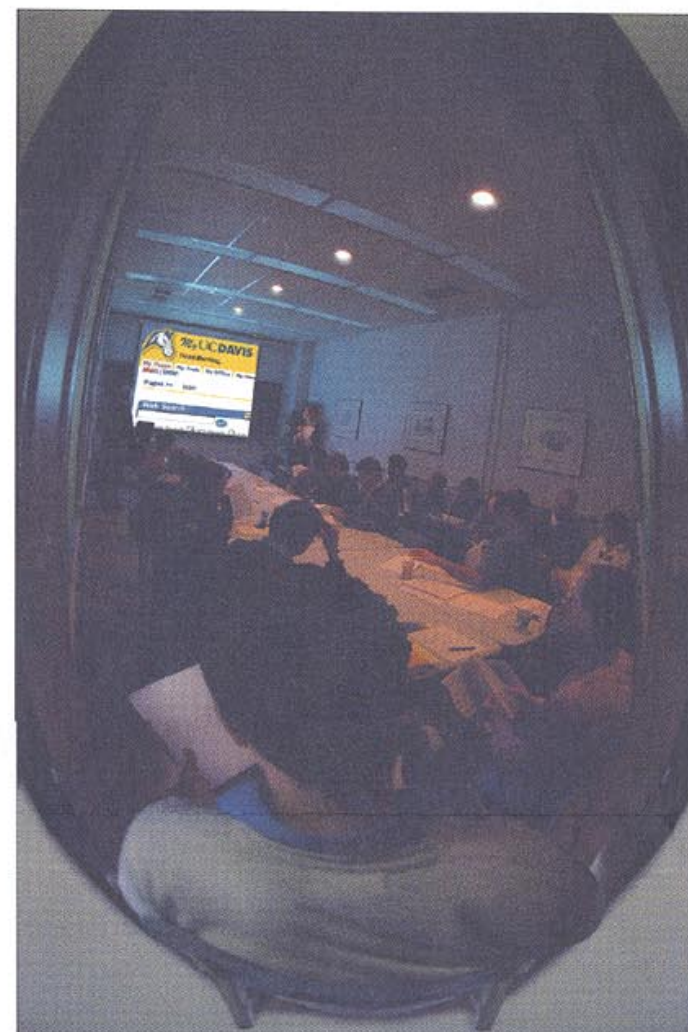
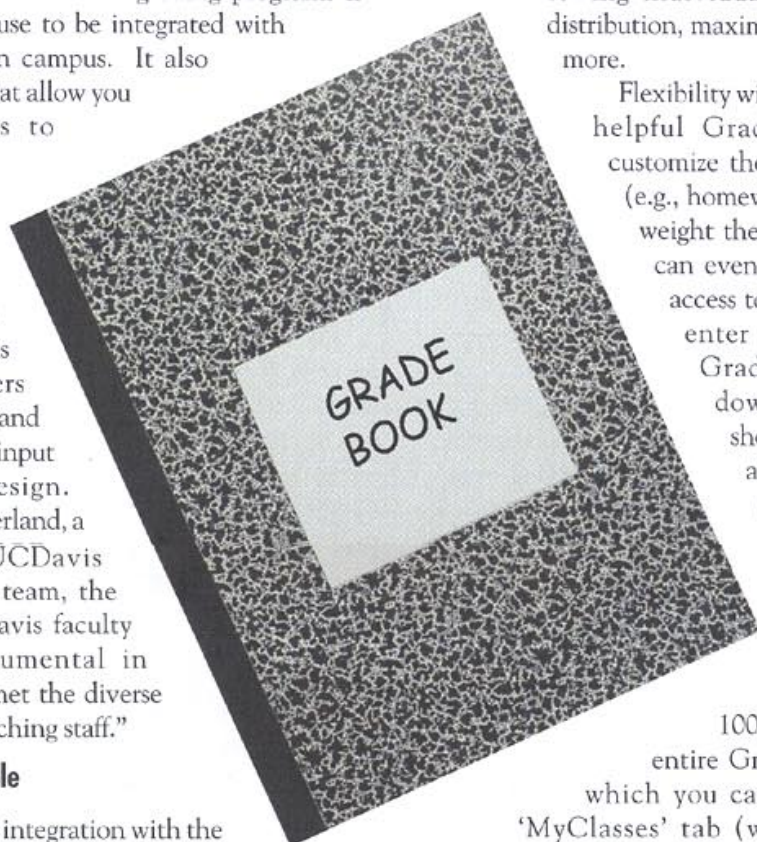
Because of GradeBook's integration with the current MyUCDavis course management tools,

much of your 'busy work' is handled automatically. GradeBook connects directly with the Banner Student Information System, retrieving course, student, and grade information in a dynamic, real-time fashion. "Since GradeBook interacts with the Registrar's database, the student list is automatically up-to-date, and final grades can be submitted to Banner online," says GradeBook user Dr. William Fink, Chemistry Professor. At any point in the quarter, you can select specific ways for students to confidentially track their progress by viewing individual grades, class rank, grade distribution, maximum and minimum scores, and more.

Flexibility with grading strategies is another helpful GradeBook feature. You can customize the main categories of a course (e.g., homework assignments, quizzes) and weight them individually or evenly. You can even give your teaching assistants access to your GradeBook so they can enter student scores and grades. GradeBook also allows you to download and upload grading sheets in Microsoft Excel format, allowing the importing of Scantron grading reports.

Already Popular

Since its introduction in January 2002, 73 GradeBooks have been in active use and more than 100 instructors have accessed the entire GradeBook Quick Start Guide, which you can view by clicking on the 'MyClasses' tab (which is available only to instructors and their teaching assistants) at MyUCDavis.



MyUCDavis Hits the Road

Photo by Sam Woo
The MyUCDavis support staff is taking their portal demo "on the road." Photographed here visiting a group of instructors in the Engineering Department, the MyUCDavis support staff is available to come to your home department to deliver a presentation tailored to your needs. Contact the Arbor at 754-2115 for more details.



Elizabeth Upton is one of eleven students in the ET Partners program, making it easier for you to integrate technology into your teaching.

Meet your Educational Technology Partner...

The Educational Technology Partners (or ET Partners) program is right in line with the goals of the New Business Architecture since it brings together faculty with specially trained students toward the goal of developing faculty members' expertise in educational technology. In one-on-one partnerships, faculty can learn how to use MyUCDavis course management tools or other instructional technology tools to their advantage. To apply for a partnership or to learn more about this innovative program, visit <http://mediaworks.ucdavis.edu/>, select 'Educational Technology,' then 'ET Partners.' Applications for the Spring 2002 quarter partnerships are due March 11, 2002. Direct additional questions to program manager, Chris Sarason at cfsarason@ucdavis.edu; 752-9545.

sep

- First proposal of permanent funding for Gateway project

nov

- Gateway prototype is renamed "MyUCDavis"
- First series of MyUCDavis presentations given to e-commerce committee, deans and vice chancellors, sponsors, student organizations, colleges, Office of Administration, and conferences

jul

- Office of the President releases "UC2010: A New Business Architecture for the University of California," calls for campus portal development and better technology leveraging to streamline UC processes and services
- Major construction on MyUCDavis complete

aug

- Focus groups test beta version of MyUCDavis

2000

Better Business Processes on the Horizon Improvements Initiated by The Office of Administration

By PATRICK BELL AND LIA SCOTT, OFFICE OF ADMINISTRATION

"Our staff is very excited about this long-overdue change."

The Office of Administration is working hard in the spirit of the New Business Architecture to give employees the tools they need to complete tasks efficiently and effectively, keep current with new innovations, and maintain a high level of job satisfaction. With Accounting and Financial Services leading the way, a series of business process improvements are already available and more are just around the corner.

Recharge Unit Services

In response to staff and business manager concerns, Associate Vice Chancellor for Financial Services, Mike Allred is developing a more precise way to identify recharge unit services. Currently, departments have no direct access to the details of billings on their ledgers, and cannot review or approve charges prior to posting.

The proposed changes will standardize service unit billing requirements, streamline ledger reconciliation, and improve accountability. Detailed transaction information in Decision Support will reduce reliance on service unit Web sites for details and eliminate the need in most cases for hardcopy bills from service units.

Robert Smiley, Dean of the Graduate School of Management, is looking forward to these changes. The current system, he said, results in "a combination of wasted time and staff frustration. Our staff is very excited about this long-overdue change."

DaFIS Transaction Processing

The DaFIS project team has started a multi-year project to move DaFIS Transaction Processing (TP) from a client/server architecture to a Web-based application. By analyzing customer needs, this project will redesign DaFIS to be more integrated with other systems, as well as

more consistent for its users so that they can better serve customers.

Purchasing Card Program

The Purchasing Card Program is also quickly gaining approval. The Purchasing Card is like a corporate credit card which enables delegated departmental buyers to promptly pay for supplies and allocated goods right at the point of sale. Letha Sines of the VetMed Teaching Hospital says the purchasing card is a positive addition to her unit, making purchase coordination, vendor payment and expense movement on DaFIS much easier. "I'm a big proponent of the program, since it saves a ton of time," says Sines. For more

information on the Purchasing Card Program, see <https://ucdmm.ucdavis.edu/purchasingcard/>.

Collaborative Self-Assessment

Units wishing to profit from proactive business processes may consider a Collaborative Self Assessment. John Gregg, Director of Controls & Accountability, said this assessment allows units to evaluate their processes. "It's not a consultation or an audit," he explains. "Rather, it's a way of engaging everybody involved in a process to determine what does and does not work so changes can be explored."

Betsy Archer of Human Resources was on a team using the assessment to gauge the effectiveness of a process involving Workers' Compensation claims. The assessment allowed the campus to ensure the confidentiality of patient information. "It was great," Archer said. "You could really see how convoluted the process was after looking at the flowchart."

Provost and Executive Vice Chancellor Virginia Hinshaw recently stated that the campus community must "seriously and thoroughly consider ways to recover time by making our processes and practices more efficient and productive." Steps being taken by the Office of Administration will ensure that many effective time-recovery processes are quickly becoming a reality.

To read more from Associate Vice Chancellor Mike Allred about the future of these and other projects, visit <http://accounting.ucdavis.edu/>, and view his presentation to the campus last December.

Administrative Processes on the MyUCDavis Portal

The DaFIS Channel premiered on January 7th. Features of the channel include:

- Access to Decision Support (for active DaFIS users only)
- Quick access to any of your saved queries
- A list of DaFIS classes currently available for enrollment
- A link to the online version of DaFIS Notes

The contents of the channel are only the first step of a work in progress. The ultimate goal is to have all DaFIS functionality available from the portal.

Payroll and Personnel System Decision Support (PPS-DS) also gained a presence in the MyUCDavis portal on January 7th. It appears as an option under the "My Office" tab for any UCD employee who has access to PPS-DS. All of the PPS-DS menus, report selection criteria and reports are available through the portal—just as they would be if you logged directly into PPS-DS.

continued on page 8

Milestones

oct	dec	jan	feb	mar	apr	jun
<ul style="list-style-type: none"> • MyUCDavis released on campus as pilot program 	<ul style="list-style-type: none"> • More than 3,500 unique users 	<ul style="list-style-type: none"> • More than 5,000 unique users 	<ul style="list-style-type: none"> • NBA Steering Committee formed to oversee campus NBA Initiative 	<ul style="list-style-type: none"> • A group of campus administrators, faculty members and staff representatives vote to select MyUCDavis as the enterprise portal for UC Davis 	<ul style="list-style-type: none"> • More than 10,000 unique users of MyUCDavis 	<ul style="list-style-type: none"> • MyUCDa • My Mone Direct Dep
2001						

Behind the Scenes of the Emerging Architecture

An Interview with the Key Developers

Editor's note: IT Times met up with Brian Alexander of Information and Educational Technology, and Jeff Barrett of the Office of Administration. Co-chairs of the NBA Technology Development Team, Brian and Jeff talk about what's to come, and where we are with the New Business Architecture (NBA) and the campus Web portal, MyUCDavis.

ITT: Could you explain the goals of the NBA in plain English?

Jeff: One of the most common misconceptions about the NBA is that it is purely a technology initiative. But fundamentally it's an initiative that challenges us to simplify this huge range of business and academic policies and processes into something much more streamlined and understandable. Then we can apply technology to make these new processes much more accessible and easy to use. The last thing we want to do is apply technology blindly, without regard to whether or not the underlying processes make any sense to begin with.

Brian: Technology is only one of many pieces in the NBA initiative. The NBA initiative challenges us to join the many separate administrative systems on campus. The creation of the campus Web portal, MyUCDavis, attempts to bring every system out of isolation from one another. The goal of the portal is to simplify the daily life of the user.

How will the portal ultimately affect the daily life of a typical campus student, faculty or staff member?

Jeff: One of the things I love about the portal is how customizable it is. That's why it is called MyUCDavis, because it truly is your own. Your page is customized according to your role (staff, student, faculty) on campus. For example, the DaFIS Decision Support piece only appears if you are someone who has access to DaFIS DS as part of your job. Instructors have course management tools available to them, and students have financial aid info and other student services, to name a few examples. Even beyond that, you—as an individual user—have the ability to go through and identify the other features that you are interested in and customize your page accordingly. The goal is to make MyUCDavis a very personalized, interactive environment, which is what makes it really powerful.

Can you expand on what you mean by "powerful"?

Jeff: I think it's going to get really exciting when we actually make somebody's job easier. I mean, I've been here 12 years and our policies and procedures still mystify me. And I know people who have been here twice that long who are just as confused by some of them. A recently added feature to MyUCDavis called "GradeBook" provides a good example of how effective systems integration can help simplify things, since some GradeBook features tie into some of the other features of the portal. (see story on GradeBook, page 3)

You are both behind-the-scenes of the NBA, since you are members of the NBA Technology Development Team. Could you summarize what this team is charged with?

Jeff: The Technology Development Team will provide technical input to the NBA Implementation Workgroup, helping to identify issues, dependencies, and priorities for the various NBA projects, along with the particular skill sets that will be needed to tackle them. We are also charged with maintaining the lines of communication between the members of the Project Leaders Group on campus. Since administrative systems have always been decentralized on campus, we need to have effective communication among the different systems owners so when changes occur, everyone involved knows.

How was your team formed?

Jeff: We are a diverse group. There is representation from the Technology Infrastructure Forum (TIF), who are technical folks from across the campus representing the range of schools, colleges, and departments. In addition, because so much of what we are doing involves campus systems and campus infrastructure, there are also folks from many of the major campus computing systems.

How does the team identify upcoming projects?

Jeff: We take our direction from the Implementation Workgroup, supplemented by input from the various other groups as well as our own discussions. When you get people from different systems together and get them talking about particular challenges, there's a real synergy, and before you know it, somebody says, "Well, what if...?" Ideas are born out of these collaborations, and some of them lead to new projects.

continued on page 8

"The goal is to make MyUCDavis a personalized and interactive environment, which is what makes it really powerful."

MyUCDavis is the campus Web portal, acting as a homebase or a doorway to Web and campus resources. MyUCDavis is a fully customizable portal, allowing you to handpick the online tools or campus Web services and systems you'd like to access. Visit <http://my.ucdavis.edu/> and choose the "channels" (blocks of information such as a daily planner, your course schedule, or local weather listings) you'd like to see when you log on to your very own portal page. MyUCDavis is consistently expanding its array of tools and entry points to campus services and systems. Visit often to take advantage of its many features.

is granted mission-critical status

tab added to MyUCDavis, features sit options for users

jul

- My Contracts and Grants channel added to portal, allows instructors to track detailed information on grant funding

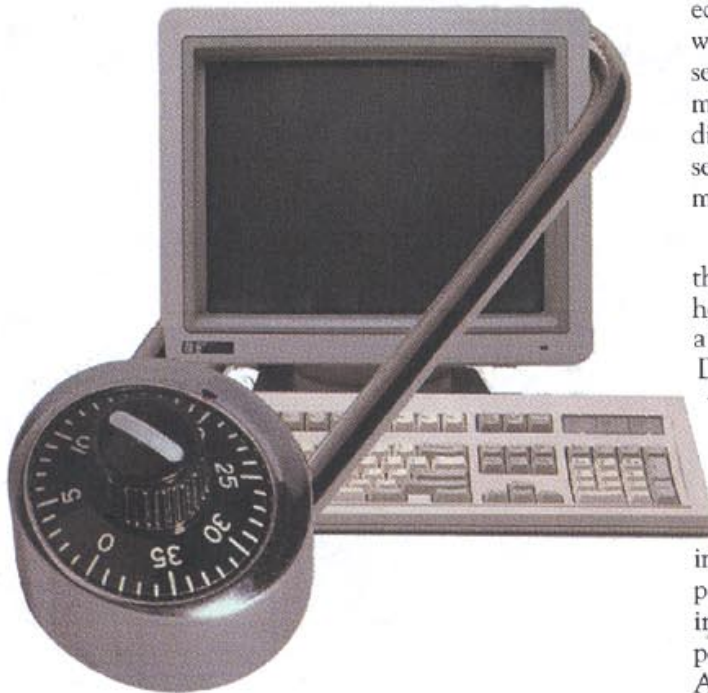
sep

- MyUCDavis officially selected as foundation for UC Davis enterprise portal
- NBA Implementation Workgroup is formed to provide day-to-day oversight of NBA Initiative

oct

- NBA Technology Development Team is formed
- MySpace is added to MyUCDavis, gives users 55 Megabytes of secure file storage

"Our goal is to simplify processes even as we work to secure them."



How Safe is the New Business Architecture?

The Campus IT Security Coordinator on Identity Theft

By ROBERT ONO, SECURITY COORDINATOR

As we prepare to develop and implement the New Business Architecture (NBA), you might be asking how security is built into the NBA. It is tempting to perceive a paradox: While the NBA promotes the simplification of business processes via integration of campus computing systems, security measures are often associated with conservative, complex mechanisms that limit data availability and promote data integrity. Indeed, this evolving computing environment leads us to ask whether security measures remain a part of the big plan. Now that identity theft is among the fastest growing crimes, security is not just a luxury; it's a necessity.

Along with the NBA, UC Davis recognizes this necessity and seeks to use security technology to improve internal and external work processes. For example, by establishing a more secure computing environment, we will be better able to share information within the campus and with our business and educational partners. Our goal is to simplify processes even as we work to secure them. For instance, when you use a single secure authentication system, such as Kerberos (rather than multiple identification methods and passwords for all your different computing processes), we can better maintain the security of your logon identity and identify security violations much faster.

A confidential password means a safe identity. After all, in the computing environment, your password is your identity, helping to determine what you are authorized to do, from using a credit card to accessing a computer application, such as DaFIS. Identity theft occurs when someone pretends to be you and uses your personal information to his/her advantage. Apparently, identity theft is becoming a reality as consumers and institutions report losses of almost one billion dollars per year due to identity theft. Your personal information can be retrieved by a mouse-click on the Internet or can be intercepted from your mailbox or recycled trash. Once your personal information is stolen, someone can use the information to establish credit accounts in your name or, possibly, access one of your online accounts in your name. Authentication solutions such as Kerberos help to ensure that your password, which is used to confirm your identity, cannot be retrieved from the network and reused by some transgressor.

The campus has already started to enable security technology in a number of areas. For starters, portal access is gained exclusively with the use of the secure Kerberos password. We're also proposing security measures for campus units desiring to implement e-commerce applications in addition to establishing a central authorization and settlement system for Internet credit card transactions. To ensure continuous attention to this matter, a team of people are identifying and developing long-range authentication methodologies.

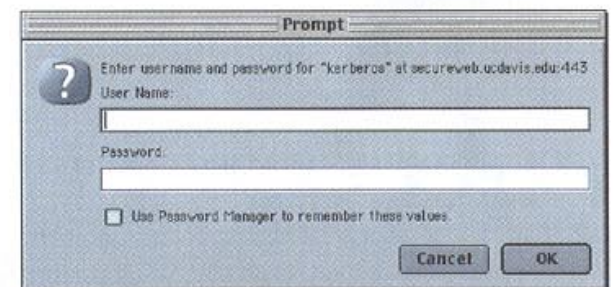
As always, security projects such as these draw broadly from campus constituents for input. Contact raono@ucdavis.edu to get involved.

Log on Safely

Know your Kerberos Password

What's a Kerberos password? It's the safest password available to you. It uses encryption technology to prevent unauthorized access to your confidential information.

If you've been on campus only a few years, you were probably issued one when you got your email account. If you've been on campus for a long while, you might not know yours. Either way, you should find out if the password you use is a Kerberos password. When you try to log on to MyUCDavis, you will be prompted to type in a username and password. This password that will get you in to MyUCDavis is the secured Kerberos password. Many folks have already accessed the portal using their Kerberos password. If you have ever logged on to MyUCDavis, you know you've used your Kerberos password. If you haven't, or if you don't know your User Name (also known as UCD LoginID) or your Kerberos password, follow the directions below to obtain both.



When you log on to MyUCDavis you will sign on using this prompt which asks you for your User Name and your (Kerberos) Password.

Finding out your username

Your User Name is also called your LoginID. You can find out your LoginID by following the steps below.

- Go to <http://www.ucdavis.edu/directory.html/>
- In the 'Look for' box, type your last name and hit the "Search" button
- When you click on your name, a table will appear with information about you, including your name, email and LoginID.

Finding out your Kerberos password

Once you know your User Name (or LoginID), you'll need your Kerberos password so you can use MyUCDavis, the campus modem pool and the campus computer labs.

If you need to establish or reset your Kerberos password, consult your department's technology proxy (i.e., individuals in departments authorized to create or reset Kerberos passwords), or bring your driver's license to the IT Express Computing Help Desk at 182 Shields library (Winter and Spring hours: Monday-Thursday 8am-7pm, Friday 8am-5pm, Saturday-Sunday 1-4pm).

A list of departmental account proxies is available at <http://email.ucdavis.edu/email/proxies.html/>.

Milestones

nov

- Technology Development Team holds first meeting
- More than 20,000 unique users of MyUCDavis

jan

- MyUCDavis Team develops "road show"; gives demo to instructors in Human and Community Development Department
- Decision support channels (DaFIS and PPS) added to MyUCDavis
- New and improved My Planner available on MyUCDavis

- NBA Technology Development Team submits proposal for three high-priority technology projects to guide the development of the portal
- NBA Channel added to MyUCDavis
- GradeBook offers online grading system for instructors on MyUCDavis
- Official launch of the UC Davis NBA Web site

2002

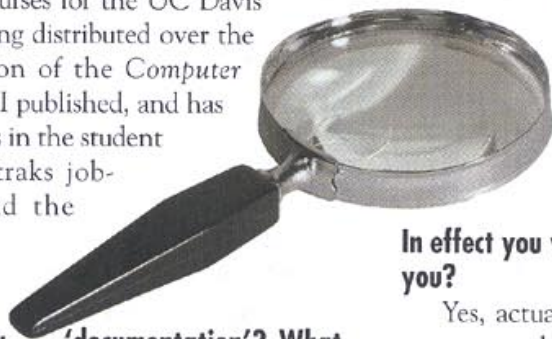
How MySpace Became a Lesson Plan

Student Involvement in UC Davis Portal Development

Editor's note: In preparing this special issue on the NBA at UC Davis we heard about an instructor whose students have made some unusual contributions to the MyUCDavis portal and to campus technology more generally. For more than five years, Dr. John Stenzel, a lecturer in the English Department has been focusing his ENL 104A classes (Advanced Composition—Technical Writing and Business Reports) on technology-related topics of local interest, lately on the campus Web portal. As the New Business Architecture is underway, John explained his motivation for his unique approach.

What's different about your approach to English 104A?

Besides covering some of the standard forms of writing like letters and memoranda, my courses feature group work on real-world projects: students take on documentation and report-writing tasks that benefit themselves and the campus community more broadly. Student-written documentation from my courses for the UC Davis WebChat utility is now being distributed over the Web, folded into a section of the *Computer Classroom Instructor's Guide I* published, and has even contributed to changes in the student modem bank, the AggieTraks job-information service, and the MyUCDavis interface.



What do you mean by 'documentation'? What does one of your assignments look like?

Documentation is like the instruction manual for a program or a computer function. If the documentation is good, a user should be able to work step-by-step through the program or interface, anticipating common errors while maintaining a logical flow. I have my students "test-drive" new features on MyUCDavis, checking to see how effective the documentation is at helping them navigate around. They then write the instructions that would furnish a typical user with enough info to get the job done.

It sounds as if you expect a lot. What about students who come to your classes without a great deal of computer expertise?

I have found that some of the most valuable members of my tech-writing classes are smart students without extensive computer skills, who ask common-sense questions and point out flaws in interface design that would escape the notice of the "experts."

What are some specific ways MyUCDavis has benefited from this kind of student work?

Well, user input is always beneficial. My students who looked at the first rollout were adamant about making some MyUCDavis features optional rather than automatic. The "customizability" of our portal is key, and so is the flexibility of the tool itself. My latest set of students looked at MySpace, which takes the portal to another level of usefulness, since it allows students, faculty, and staff to drop off large files for each other right on MyUCDavis. Anybody

who has ever hassled with floppy disks or email attachments or tried to find a Zip drive-equipped computer can appreciate how important the MySpace online file storage utility is going to be. And even the beta version looked really promising. But there is always room for time-saving improvements.

Each of my two classes last quarter wrote end-user documentation and their reports offered the MySpace Development Team advice on how to improve the overall design and make the interface more self-documenting and intuitive to use.

In effect you were also test-driving the utility itself, weren't you?

Yes, actually that was one of the coolest aspects of the quarter: students were using MySpace itself to write about MySpace. They'd say, "Hey, this 'File Friends' feature could make it easier for my project partner, who lives in Concord, to swap drafts with me." Then I invited members of the MyUCDavis Development Team who created MySpace to meet with each class for a Q & A session, and everyone learned something.

How do you know your student-generated reports get read?

A nice vindication came for me when a new administrative member of the Academic Computing Coordinating Council cited student work to make a point.

How did you get interested in this sort of work?

Though the microcomputer revolution and the explosion of the Web have put computers in the hands of millions, there's still a serious communication gap between users and providers. I try to address these problems on a broad variety of fronts, and harnessing student curiosity and self-interest seemed a logical way to do it.

Any parting words about your obvious enthusiasm for getting involved?

I think everyone involved in this project knows how much easier this whole MyUCDavis portal can make our lives. Some of my colleagues (Rod Romesburg and Raquel Scherr) are working with students on similar projects. To make MyUCDavis the best it can be, the technology producers have to consider the input of the users. I like contributing to the improvement of technology implementation, and I'm truly excited about what's to come.

"I have found that some of the most valuable members of my tech-writing classes are smart students without extensive computer skills, who ask common-sense questions and point out flaws in the interface design that can escape the notice of the experts."

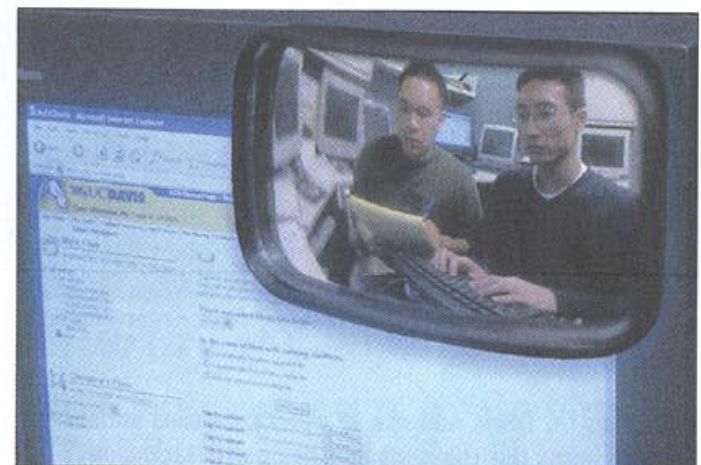


Photo by Jim von Rummelhoff

Takin' MyUCDavis Out For a Spin

Students Johann Tran (left) and My Tram "test drive" MySpace in preparation for a course project which will allow them to give user input to the MyUCDavis Development Team. Student Mark Fischer says, "The MySpace assignment was a lot of fun because we got to work on a project that would end up helping students in the long run." Fischer hopes his project can help students and faculty alike to understand the benefits of MySpace. His instructor, John Stenzel, hopes to continue to encourage users of MyUCDavis to offer their input about the Web portal. To access MySpace, go to the MyTools tab at <http://my.ucdavis.edu/> and click on 'MySpace'.

feb

• Channel Builder pilot underway

• More than 25,000 unique users of MyUCDavis

• Implementation Workgroup presents progress report to Academic Computing Coordinating Councils

• MyUCDavis Team gives demo to instructors in the Engineering Department

into the future

- Managing Technology pilot program to be completed
- Self-quiz/test builder to be added to MyUCDavis
- NBA Change Management Team to form
- NBA Business Process Team to form
- NBA Project Manager recruitment
- Business processes to be reviewed, refined
- Email/Calendaring functionality to be added

- Enterprise directory to be developed
- FedEx Online Ordering to be added
- Workflow system to be implemented

•And much more...

2003 ● 2004 ● 2005 ● 2006 ● 2007 ● 2008 ● 2009 ● 2010

Behind the Scenes

continued from page 5

What are some of your current projects?

Jeff: There is a huge range of possibilities that the team is looking into, one being the feasibility of integrating departmental email and calendaring systems into MyUCDavis so folks can easily schedule meetings and communicate with each other.

What are the team's biggest projects?

Brian: Big campuswide mega change projects like common authentication, which requires users log on to the portal only once for access to all services, and enterprise directory services, which is a record of current user identities on campus. Just to think how many systems, departments, and people this affects is staggering.

What are the greatest challenges faced by the Technology Development Team?

Brian: At a university people are given a lot of freedom and are very autonomous. This strength is also our challenge. Offering a consistent set of resources to different groups with individual needs is a challenge. While technically it may be possible to integrate all systems into one computing environment, getting everyone on board is a real challenge.

Jeff: But it is a worthwhile challenge since so much of the administrative and academic business of the campus relies upon folks from all across campus in different departments working together and collaborating across organizational lines.

How does UC Davis compare to other campuses nationwide that are facing this challenge by using portal technology?

Brian: I have spent a pretty good amount of time investigating what other universities are doing with their portal development. I continually find that UC Davis is far beyond anyone else. I think the number of services and content offerings we have been able to incorporate into MyUCDavis is quite broad.

What is your approach to the future?

Brian: It's dangerous to try to design the "ultra" solution and hold off until it comes through. That would be putting all our eggs in one basket. It's best to see this as an iterative process, a steady stream of smaller projects.

Establishing a set of standards and getting the word out is another goal. We want to open the floodgates to get people thinking about how they can integrate their systems into the portal.

How can people get involved?

Jeff: Folks can probably have the greatest impact by getting more directly involved in the specific projects that are of interest to them.

What do you see as a "final" product and outcome of the NBA and the Technology Development Team's work?

Brian: That's a tough thing to pin down. We want systems to be functional and more service-oriented. We'll know we are closer to where we want to be when people no longer think 'DaFIS' or 'Banner,' or various other systems by their names, and just think to go to MyUCDavis.

Jeff: And when they get there, the portal will custom fit them as an individual, providing reminders and prompts for their job tasks. Life before the portal means you've got eleven

systems, not to mention all of the various paper processes, and 27 different passwords all in different places. Life after the portal means you have everything in one place. And the portal doesn't just give you a list of what you need to do, it also empowers you with the tools you need to do them. If you haven't done a particular process in a while, it will offer some guidelines to walk you through. Or if you haven't done it before, it will teach you from scratch. It might give you some links to policy that you can choose to explore. Everything you need to do the job is right in front of you in the portal.

Brian: Yes, I've noticed that students already demonstrate this relationship with the portal. They don't see the course management tools on MyUCDavis as "a course management system integrated into the MyUCDavis portal;" they just know that they can go to the portal and pick up a file from a professor, check their grades, or download a course syllabus.

As this is an ongoing project and the portal is an iterative product, do you think your team's work will ever be done?

Jeff: The NBA's original subtitle was "UC 2010," so that sort of gives you a clue of the scope. Nonetheless, it would be really cool if an ongoing dialogue about business processes also came out of this, so the revised and simplified processes envisioned by the NBA get the attention they need to stay current with the university's evolving needs.

For more info on the NBA, visit <http://nba.ucdavis.edu/> or access the NBA channel located on MyUCDavis.

Better Business Processes

continued from page 4

Coming Soon: FedEx Project

Among the portal projects for the near future is the implementation of a FedEx online ordering system. FedEx is among the top vendors for sheer volume of payments processed each year on campus. The new system will eliminate the need for processing any DaFIS document to make your payment. Simply request a shipment, print your shipping label, and drop the item in one of several boxes that will be located around campus.

How is this different from what FedEx already offers online? In the ordering process, you specify the DaFIS Full Accounting Unit to be charged – and it is immediately validated against DaFIS. Charges will then be automatically entered into DaFIS overnight, eliminating the need for a Direct Charge document.

Architects at Work

A Closer Look at the Organizational Structure of The NBA

The NBA Team is comprised of the following groups, with representation from major campus units:

- A **Steering Committee** co-chaired by Vice Provost Bruno and Vice Chancellor Hamilton and comprised of the vice chancellors from all major campus organizations. This group provides sponsorship, reviews progress on the recommended action plan, and approves budget and resource allocations.

- An **Implementation Workgroup** co-chaired by Assistant Vice Provost for Information and Educational Technology Dave Shelby and Associate Vice Chancellor for Finance Mike Allred. This group recommends investments and resources as well as providing day-to-day leadership, support, and direction to the project manager.

- A **Project Manager** (soon to be recruited) will be responsible for managing day-to-day activities. This person will serve as main liaison with the Implementation Workgroup and the sub-teams and will manage the NBA project plan and budget.

- Three sub-teams:
 - The **Technology Development Team** co-chaired by Brian Alexander (IET) and Jeff Barrett (Office of Administration). This team was formed last October. The team has coordination responsibility in six main areas, including coordination with the other two sub-teams, core administrative systems teams, and middleware project teams. This team also coordinates the development of the architecture required to support the enterprise portal and to ensure compatibility with NBA standards and tools.

- The **Business Process Team** (not yet formed) will be a critical component of the NBA implementation strategy. This team will focus on six main goals: identify and prioritize processes to be implemented; assess processes for the first phase of implementation; research innovative practices; refine UC Davis NBA vision; redesign processes and policies; test and implement revised processes.

- The **Change Management Team** (which is not yet formed) will have responsibilities that fall under three main areas: communications, training/user support, and process/organization support.

For more information on the NBA, including meeting minutes, charge letters, reports and proposals, see <http://nba.ucdavis.edu/>. You can also add a New Business Architecture channel which will keep you current with the NBA each time you log on to MyUCDavis.



The IT Times is published by the Office of the Vice Provost-Information and Educational Technology, University of California, Davis, to inform the campus community of information and educational technology services, initiatives, and activities at UC Davis. It is distributed free of charge to members of the user community and to other universities. Use of trade or corporation names in this publication does not constitute endorsement by the University of California, Davis. IT Times articles may be reprinted as long as the source is accurately quoted and credited.

Editor: E. Cayce Dumont (530) 754-5663

Writers: IET staff, unless otherwise specified

Designer: Steve Oerding

Webmaster: Richard Darsie

Student Artist: Jeff Lagasca

visit us on the Web at <http://itimes.ucdavis.edu/>

Copyright Regents of the University of California, 2002