

Customer Case Study

Event-Based Systems Integration at QUT

Enhancing Student Service & Delivering Change Capacity

One vision. One vendor. One experience.

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SAMS Implementation Program

technologyone

- SAMS - Student and Academic Management System
 - TechnologyOne Student Management
 - In production Oct/Nov 2010
- Replace existing Student Information System
 - Integration and connections to other systems
 - Rethinking technical architecture
- Key business objectives
 - Improve service to students
 - More efficient student data processing
 - Draw students into self-management online

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Deliverables technologyone

- Tighten student facing University-wide web experience
 - Improve web interactions
 - Seamless
- Leverage Single Sign-On
 - Authentication (ESOE and SPEP)
- Reduce latency in integration
 - 'Real-time'
 - Web services, SOAP, XML messages

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Technical Architecture technologyone

The diagram illustrates the technical architecture for staff and students. It is divided into two main sections: **Staff** and **Students**, both under the **FRONT END** label. A vertical dashed line separates the two groups.

Staff (left side):

- CI Smart Client (Windows)

Students (right side):

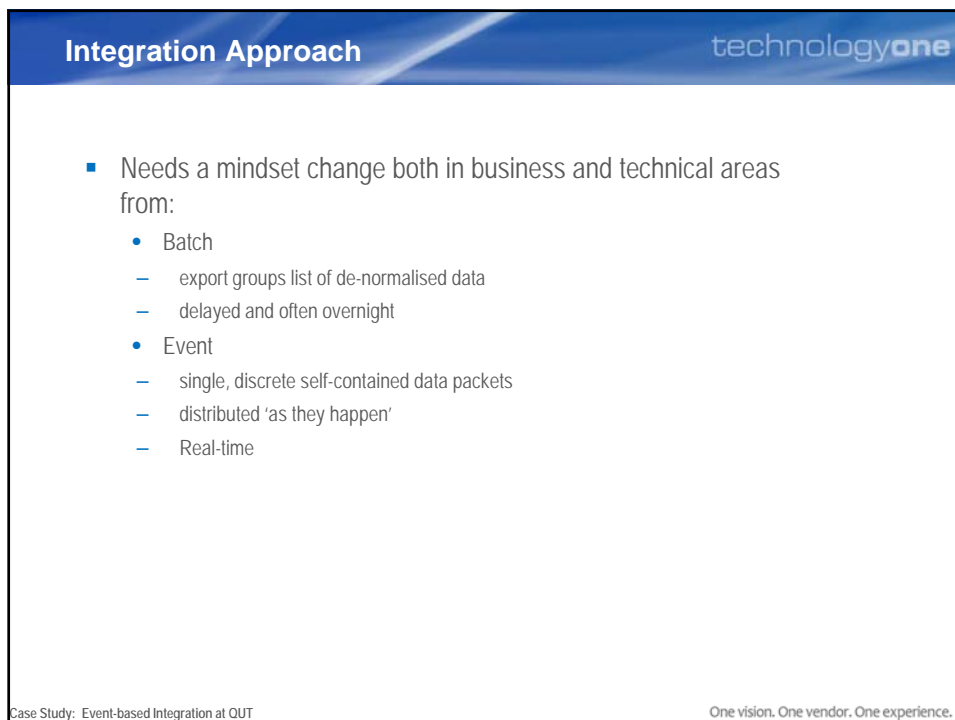
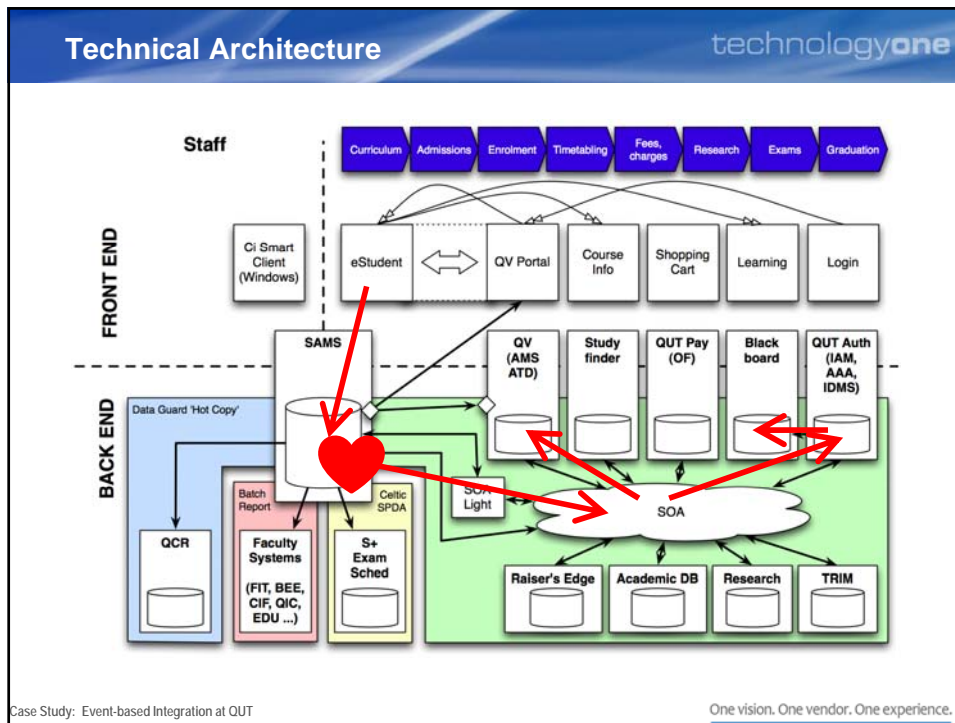
- Curriculum
- Admissions
- Enrolment
- Timetabling
- Fees, charges
- Research
- Exams
- Graduation

Below these service boxes are the user interfaces:

- eStudent
- QV Portal
- Course Info
- Shopping Cart
- Learning
- Login

Arrows indicate interactions: the CI Smart Client connects to eStudent; eStudent and QV Portal are connected to each other; and both eStudent and QV Portal connect to Curriculum, Admissions, Enrolment, Timetabling, Fees, charges, Research, Exams, and Graduation. The Learning and Login boxes also have arrows pointing to the Curriculum, Admissions, Enrolment, and Timetabling services.

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Important QUT Scenarios technologyone

- Student Study Plan:
 - SSP_SI_01 Student applies for course
 - SSP_SI_02 Course application rejected
 - SSP_SI_03 Student offered a place
 - SSP_SI_04 Student accepts course offer
 - SSP_SI_05 Student admitted on course
 - SSP_SI_07 Student enrolls on unit
 - SSP_SI_08 Student withdraws from course
 - SSP_SI_09 Student withdraws/cancels unit
 - SSP_SI_11 Student goes under examination
 - SSP_SI_12 Student completes course
 - SSP_SI_13 Student completes unit

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Important QUT Scenarios technologyone

- Student Study Plan:
 - SSP_SI_16 Student graduates
 - SSP_SI_16 Student graduates
 - SSP_SI_17 Student core course details change
 - SSP_SI_18 Student core unit details change
 - SSP_SI_19 Student goes on leave with notice
 - SSP_SI_20 Student goes on leave w/o notice
 - SSP_SI_21 Student identified as potential graduate
 - SSP_SI_25 Unit removed from plan
- Curriculum:
 - 10 Course, 8 Study Area, 11 Unit

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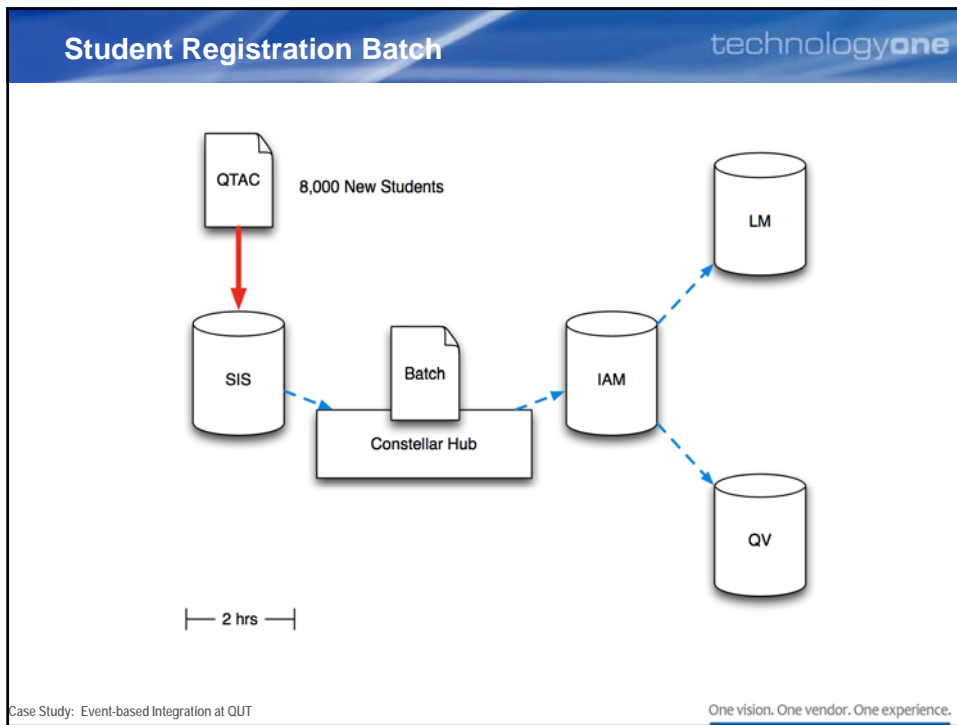
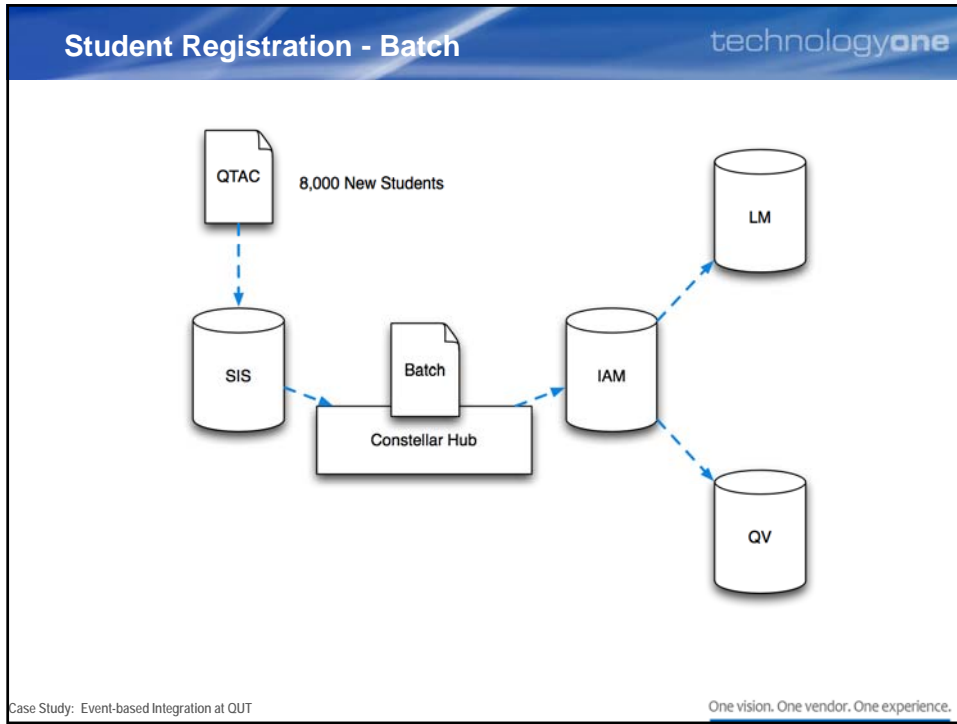
Important QUT Scenarios technologyone

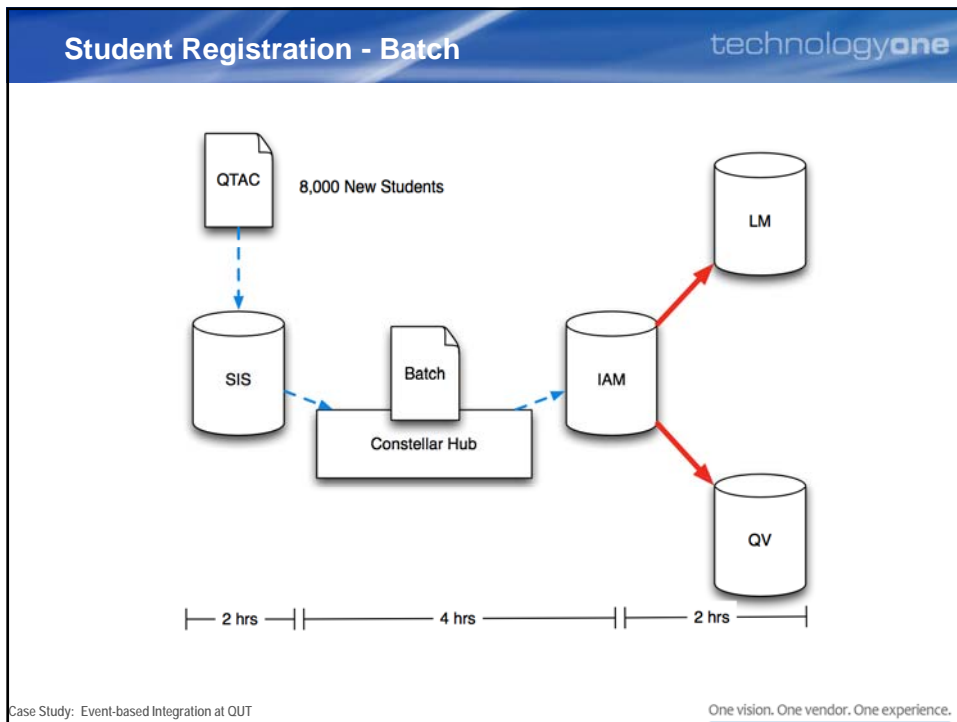
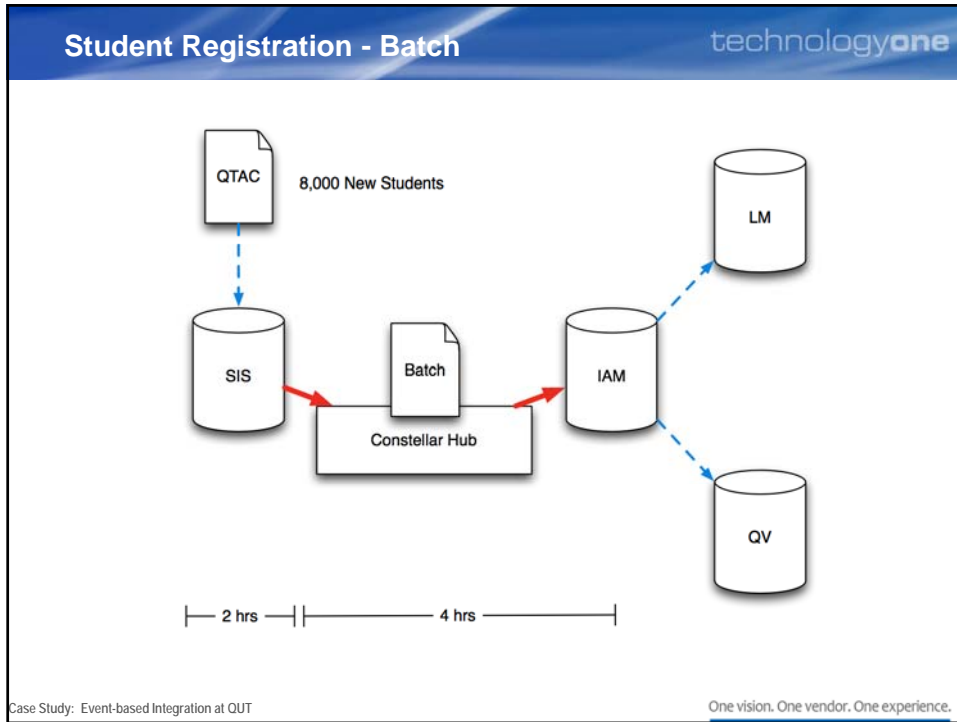
- Student Account
 - STA_SC_01 Sanction applied
 - STA_SC_02 Sanction lifted
 - STA_SC_03 Sanction changed
- Student Registration
 - STA_SR_01 Student registration*

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Student Registration - Batch technologyone

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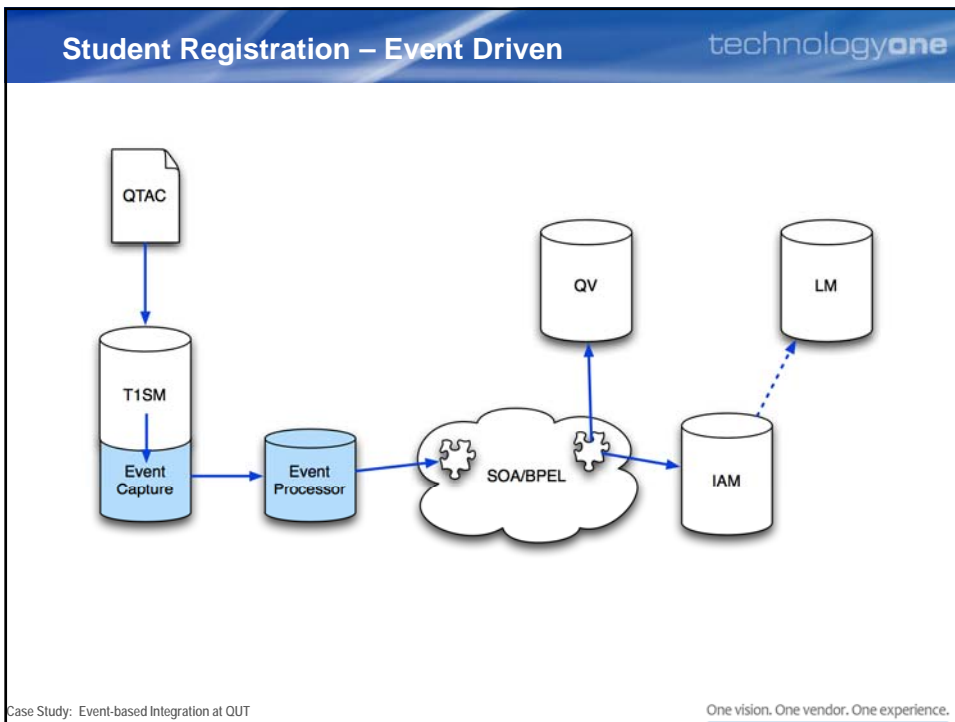


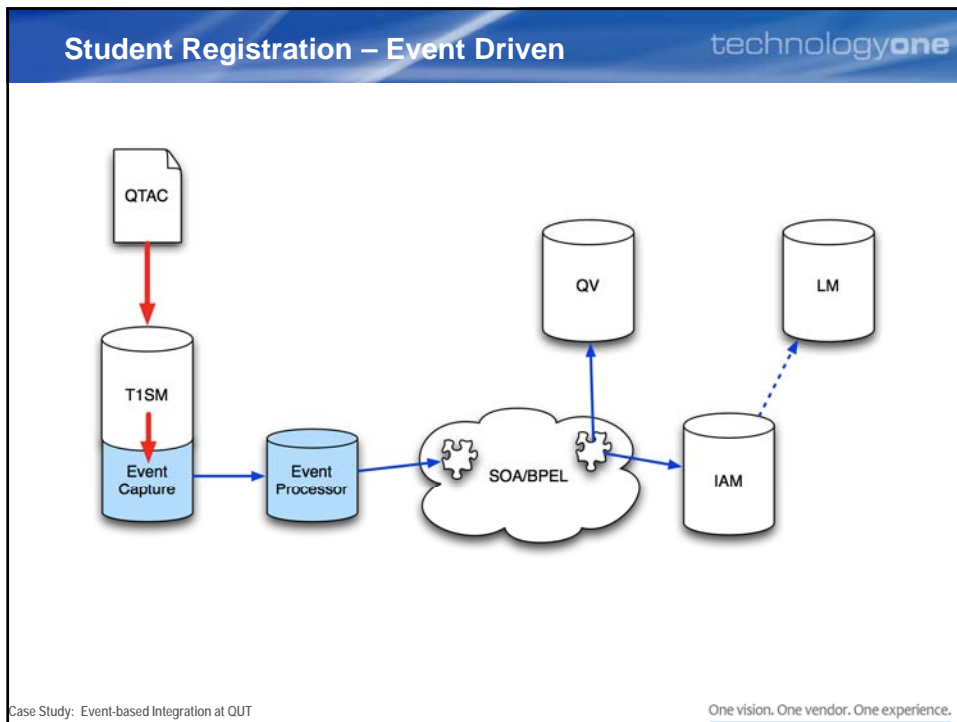
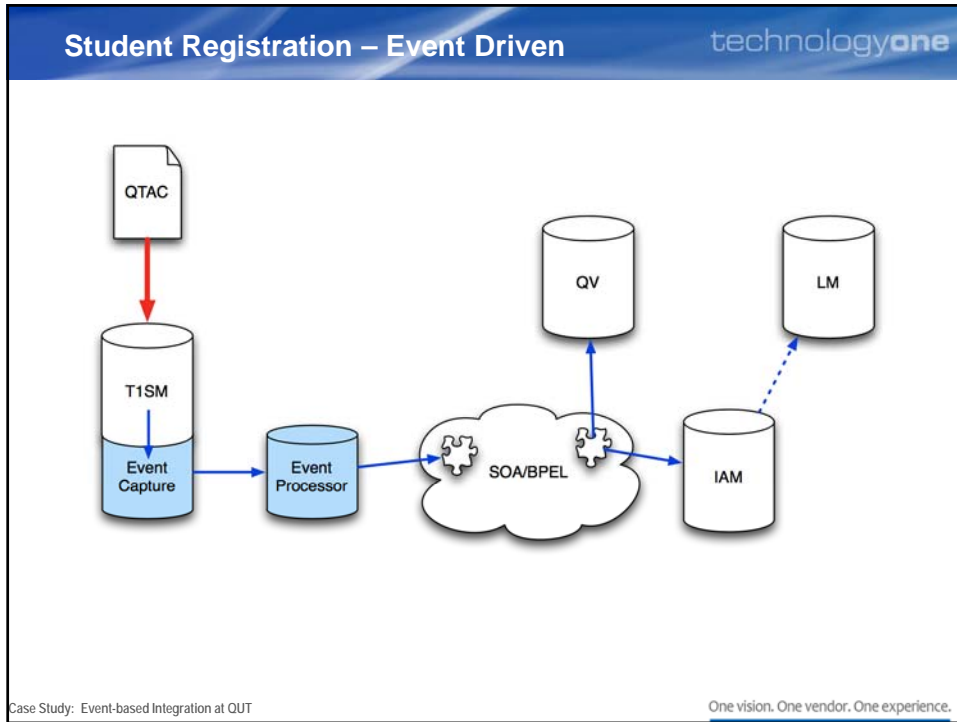


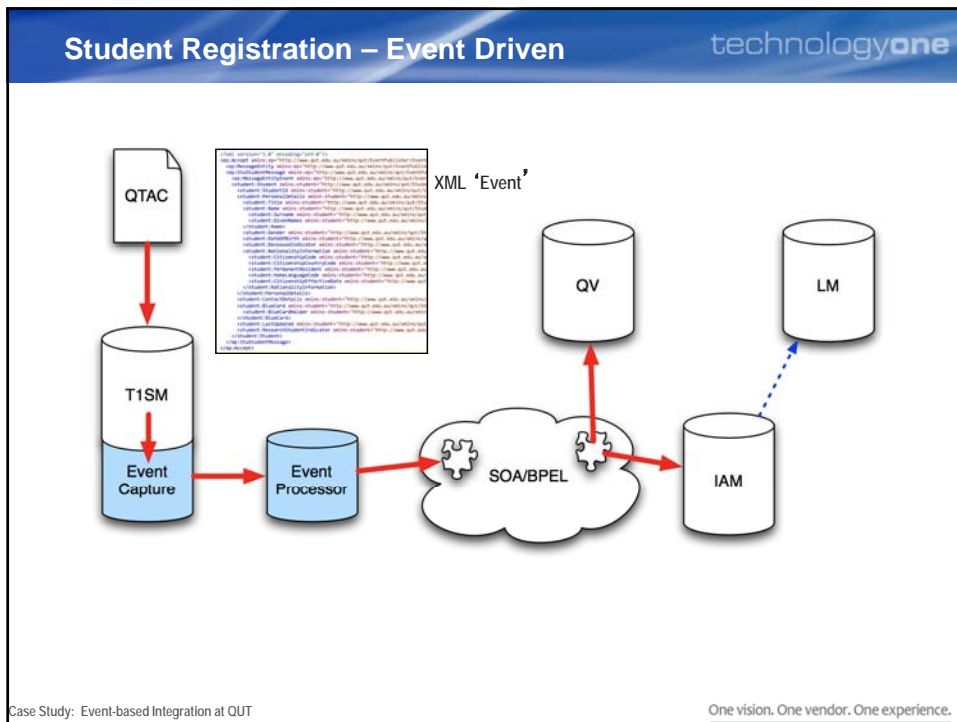
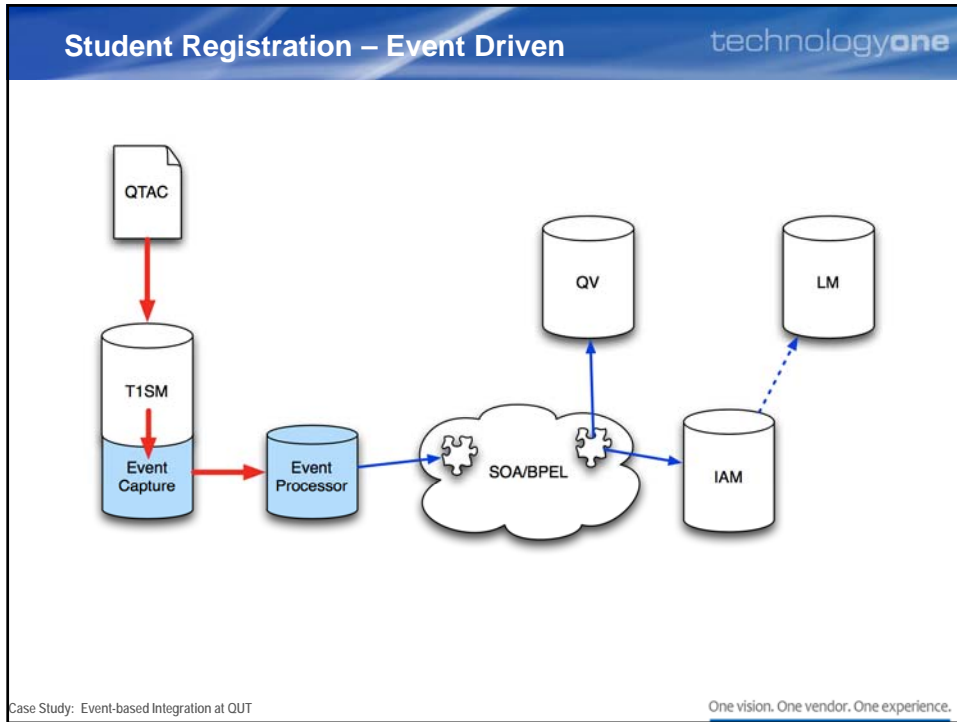
Student Registration – Event Driven technologyone

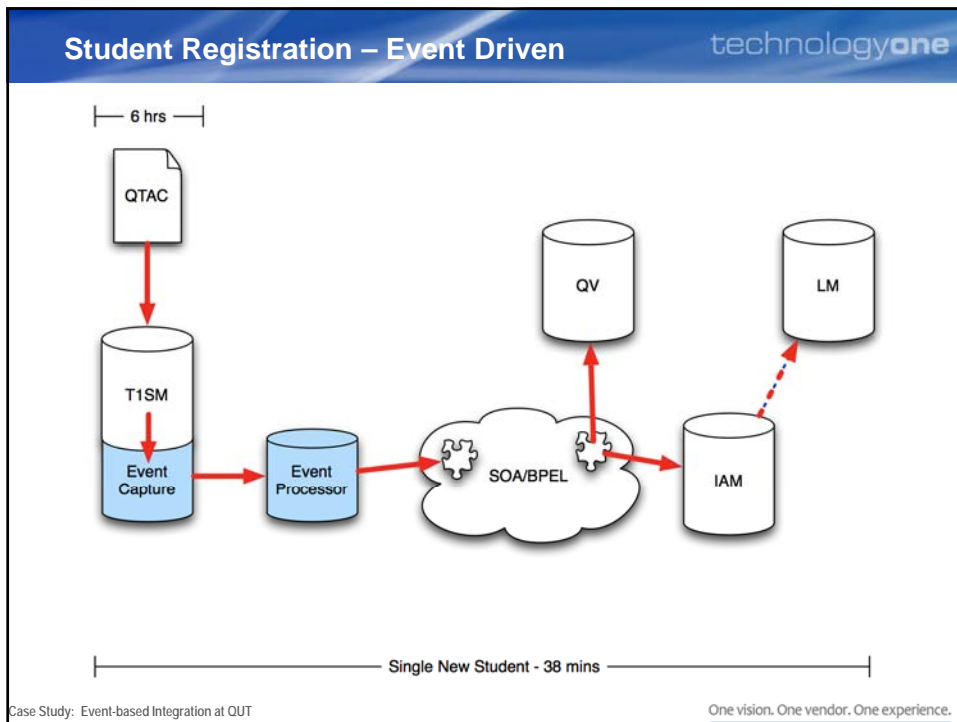
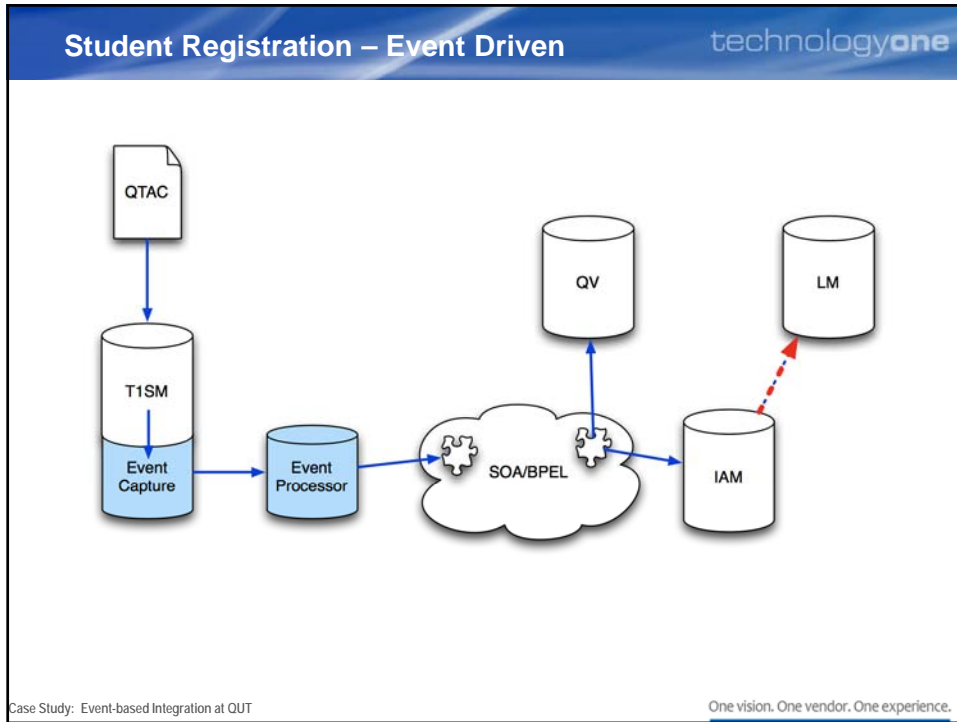
- STA_SR_01 Student Registration

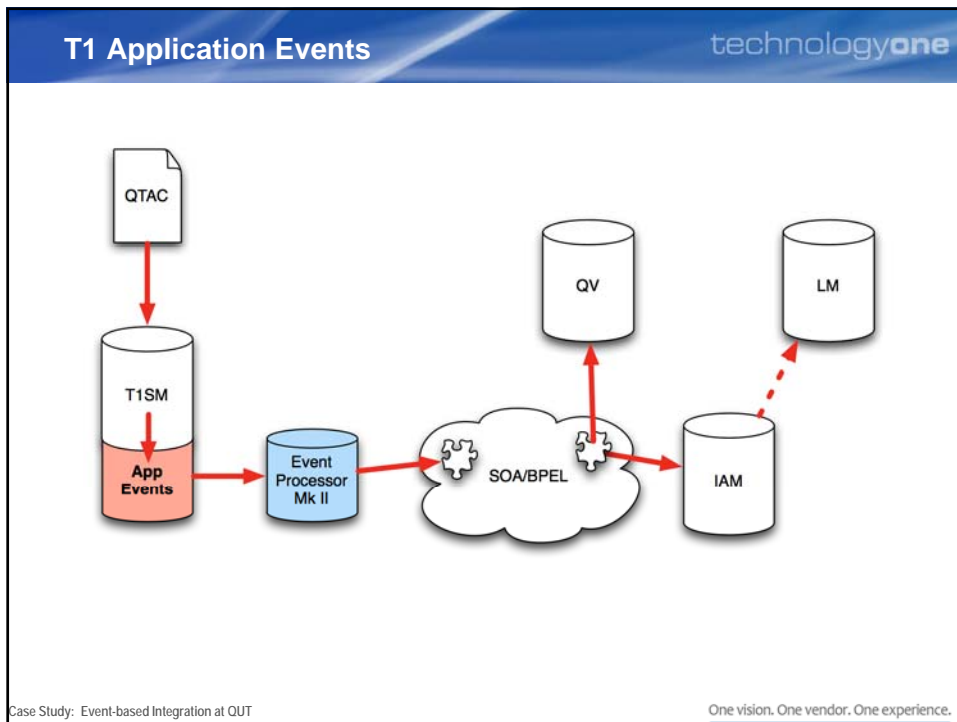
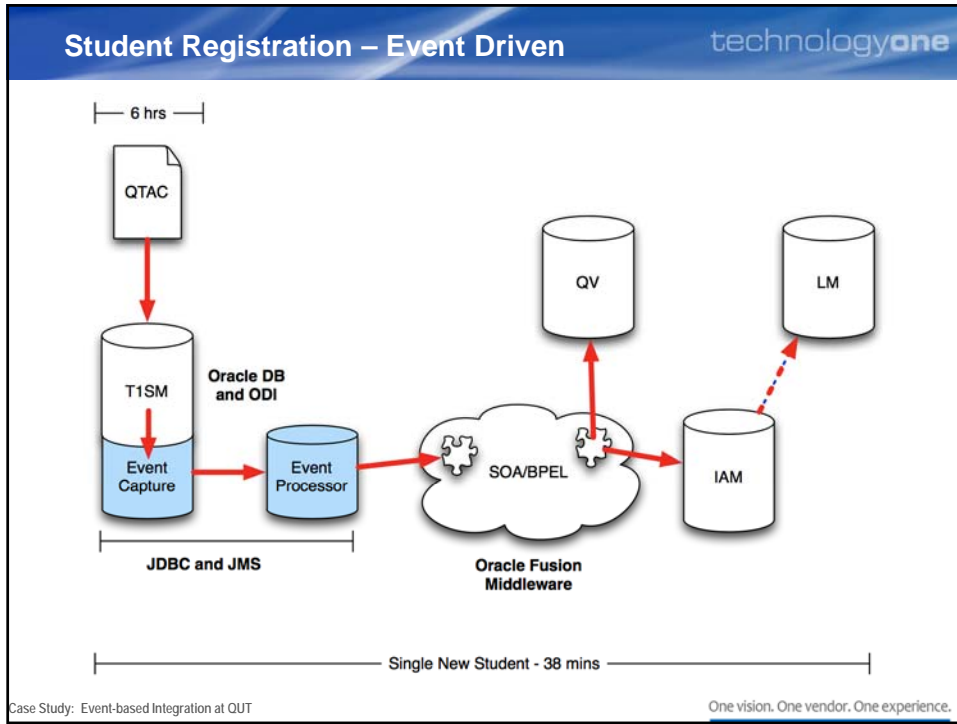
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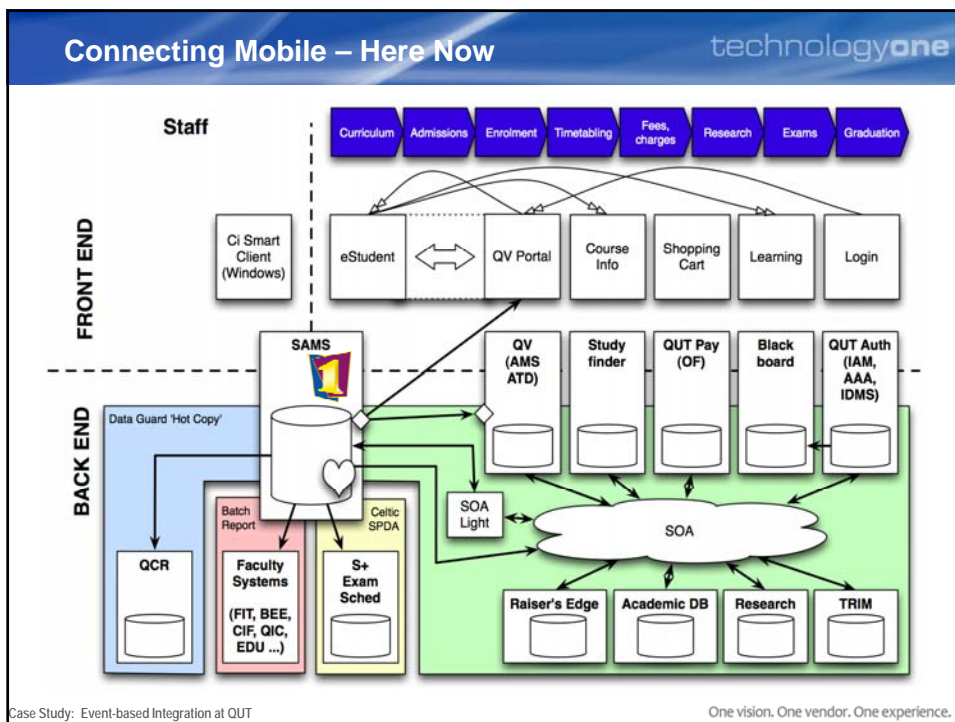




Comparison technologyone

- Batch
 - One error may hold up entire batch
 - Many hands 'end-to-end'
 - First and last at same time
- Event
 - Error savvy
 - Single end-to-end process
 - Concurrent and recoverable
 - First complete before last started

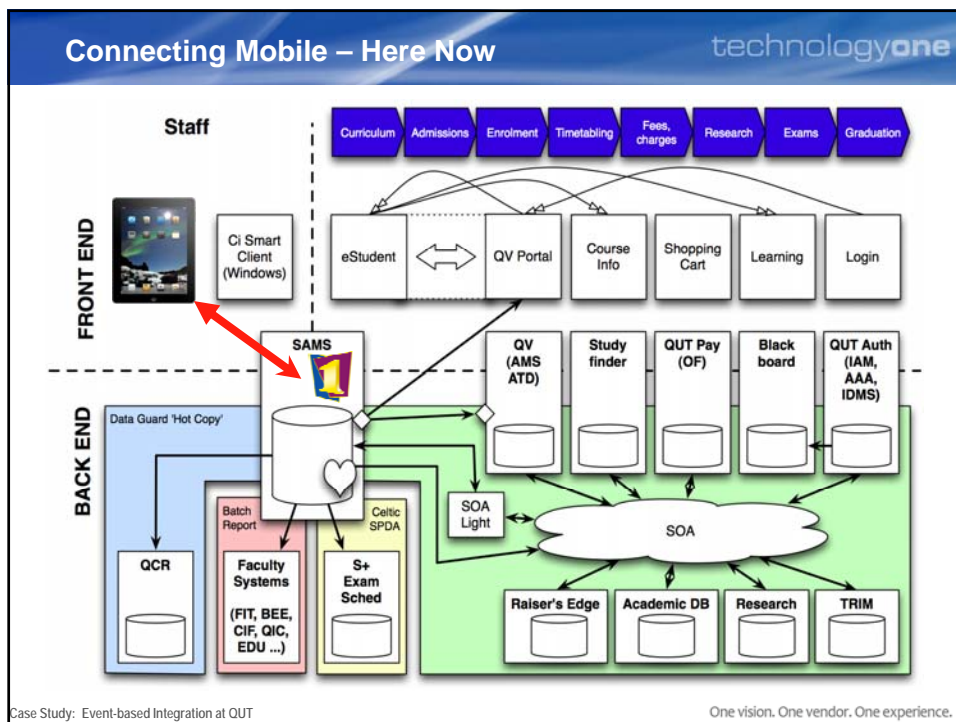
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Key Connections & Convergence technologyone

- Improved Student Experience
- Enterprise Architecture Approach
 - Flexible architecture driven by business needs
 - Strategy and governance of data flow
 - Integration as a Service
- Cloud Computing
 - Loose connections between systems
 - Mix and Match future components
 - Challenge – Single Sign-On in the Cloud

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