Creating a Digital Workplace relevant to all staff

Andy McBride
ANDY MCBRIDE

User Experience Specialist

- Student Intranet & Portal
- Staff Digital Workplace
- QUT mobile app

a.mcbride@qut.edu.au  @andymac7
AGENDA

01 About QUT
02 Our team
03 Long road to now
04 Solving problems, creating relevance

Questions
ABOUT QUT
Queensland University of Technology

- Located in Brisbane, Queensland
- Three main campuses

Gardens Point

Kelvin Grove

Caboolture
ABOUT QUT

OUR PEOPLE
- 47,000+ student enrolments
- 13,000 staff
- 227,000 Alumni

OUR KEY INTERESTS
- Learning and Teaching
- Research
- Community Engagement

OUR RECENT ACHIEVEMENTS
- 24th worldwide in Times Higher Education Uni’s under 50 years old
OUR TEAM

"Talent wins games, but teamwork and intelligence win championships."
- Michael Jordan
OUR TEAM

10-15 STAFF

PROJECT MANAGER

TECHNICAL SPECIALISTS

UI and UX SPECIALIST

SEARCH SPECIALIST

BUSINESS ANALYSTS

JAVA DEVELOPERS

COMMS and CONTENT CREATION

Located in the IT Department
LONG ROAD TO NOW

“TRUE SUCCESS IS NOT A PROJECT BUT A JOURNEY.
- MYLES MUNROE
LONG ROAD TO NOW

1999

Released staff and student portal called QUT Virtual. Based on Oracle Portal.

2002

Implemented a Data Warehouse at QUT.

2006

Rolled out major updates to staff and student user interfaces.

2008

Introduced mobile web-based application.

2013

Moved staff and student portals to LookingGlass Portal. Based on LifeRay.

2015

Release staff Digital Workplace with new responsive user interface.

2016

Implemented a Data Warehouse at QUT.
OUR VISION
A strongly integrated and personalised virtual environment for QUT’s Learning, Teaching, Research and Business activities.
THE NOW – A CRITICAL TOOL FOR THE UNIVERSITY

Entry point to 270+ corporate systems and applications

Hosting 70+ applications

12 million unique sessions in the last year

1.7 million unique searches

Visited from 180+ countries
INTRANET AND DIGITAL WORKPLACE AWARDS 2016

GOLD AWARD

An ambitious and high-impact new staff intranet with great approaches to search, personalisation and supporting content owners.
SOLVING PROBLEMS, CREATING RELEVANCE
MANY AUDIENCES, MANY NEEDS

Audience vs. Needs

ACADEMICS

PROFESSIONAL STAFF

RESEARCHERS

PhD STUDENTS

STUDENTS

VISITORS

FULL TIME vs PART TIME

OFF CAMPUS vs ON CAMPUS

DESK BASED vs MOBILE

DIGITAL NATIVE vs DIGITAL IMMIGRANT
"There is too much duplication. Which one is the official policy?"

- Mary The Manager
Many attempts at isolated one-stop shops

- Over 20 separate intranets!!

Duplicated QUT-wide content

Result:
- Source of truth no longer clear
- Important QUT-wide content was often out of date or conflicting
- Enterprise wide search impossible
THE CHALLENGE

REDUCE DUPLICATION

CREATE SINGLE SOURCE OF TRUTH

MAINTAIN LOCAL VALUE
Consolidate 20+ intranets into 1 Digital Workplace

Implemented unique content presentation approach

**Global content**
- Appears in white box at top
- QUT-wide audience

**Local content**
- Appears in blue box
- Local audience, shown based on users role (e.g. Caboolture staff)
Administration team
Provide strategic oversight, drive improvements and give technical support and advice to coordinators and editors.

- Editors: Create & edit content. Respond to requests for new content.
- Coordinators: Create & edit content. Review or approve changes to content. Request for new content to be created.
- Global content (displayed to all staff)
- Local content (displayed only to relevant staff)
- All staff intranet community
- Local area community

QUT Staff: Use site as an information resource and contribute feedback on content.
GLOBAL AND LOCAL CONTENT, ONE PAGE

SIZE OF AUTHORING COMMUNITY

<table>
<thead>
<tr>
<th>Role</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coordinators</td>
<td>156</td>
</tr>
<tr>
<td>Editors</td>
<td>344</td>
</tr>
<tr>
<td>Total</td>
<td>500</td>
</tr>
</tbody>
</table>

TOTAL STAFF TRAINED
494

TOTAL PAGES CREATED or DELETED
424
GLOBAL AND LOCAL CONTENT

BENEFITS

**REDUCED DUPLICATION**
Cut total number of pages from 17,000 to 2,000 (80%).

**PERSONALISED**
We can tailor web content for a specific user.

**REUSEABLE**
Content can be reused across multiple pages and communities.

**USER FRIENDLY**
Content can be updated once, published globally.

**FLEXIBLE CONTENT AUTHORING**
Allows for both a distributed and centralised content authoring community at the same time.

**SUSTAINABLE**
Web content is self managed by the expert/authoritative area.
"I CAN’T FIND ANYTHING! WHY CAN’T IT JUST BE LIKE GOOGLE.

- SALLY SEARCHER"
Each website had their own individual content search tool.

Several specialist searches:
- People search
- Book search
- Class search
- etc

Staff used Google as it would search everything at once.
ONE SEARCH FOR ALL

- A single search tool, accessible anywhere.

- Searches:
  - Content (all websites 210+)
  - People (staff and students)
  - Learning data (units, classes)
  - Applications

- Simple, easy to use mobile responsive user interface
ONE SEARCH FOR ALL

Search results for 'business'

Business courses
Study area https://www.qut.edu.au

QUT - Business courses
You are here: Homepage Study Study areas Business courses Business courses

Related applications
- QUT Business School Collaboration Spaces (BioNet)
  - Go to application
- BEml
  - Go to application
- Conf
  - Go to application

See more applications
User can **customise their search experience**

Preferences include:
- Default search type
- Number of results displayed
- Hide contact number
- Spell checking
- Show recent searches
ONE SEARCH FOR ALL

Top 10 Searches

- library
- academic calendar
- MOPP
- ELMO
- blackboard
- sharepoint
- fileshare
- Travel
- It helpdesk

Searches by type

- Content: 249,484
- Student: 457,384
- Staff: 73,404
- Unit: 9,300
- Class: 4,509
- Application: 672,345

1.2+ million unique searches in last 12 months

97% of users found their result within the first seven results
Search Benefits

**One Location**
User only needs to go to one place to search for everything.

**Customisable**
User can customise their search experience to suit their needs.

**Mobile Friendly**
User interface uses mobile responsive design.

**User Friendly**
User interface is simple and familiar (uses similar layout to Google).

**Feature Rich**
Incorporates several search features to assist the user find what they need.

**Sustainable**
Easier to manage and tune a single search engine.
I WANT TO BE ABLE TO ACCESS ALL OF MY APPS IN ONE PLACE.

- TERRY TECHHEAD
— **Over 450 web apps** at QUT

— Some within Digital Workplace, most outside

— Staff found difficult:
  — Knowing which apps were available
  — How to request access
  — How to get support
  — Maintaining easy access to their apps
LAUNCHPAD AND APPLICATION DIRECTORY
On 28 April, we'll be introducing some changes to travel. Our latest update answers some frequently asked questions about the project, and provides details about upcoming traveller drop-in sessions.

**Improving QUT travel - FAQs**

- Add a shortcut
- QUT Home
- IT Helpdesk
- Business Objects
- Student Gateway
- Blackboard
- StaffConnect
- Email

**LaunchPad**

- Twilight Wedding Show House and Room Three
- More upcoming events
— Fully customisable

— Staff can:
  — Add and delete web shortcuts
  — Add and delete app shortcuts (from Application Directory)
  — Manage order of shortcuts
  — Decide how shortcuts are opened
  — Restore default set of shortcuts
Each application has:
- Title
- Description
- Icon
- Category
- Access requirements
- Support contacts; and
- Training & manuals

Content maintained by the application owner
LAUNCHPAD AND APPLICATION DIRECTORY

<table>
<thead>
<tr>
<th>LaunchPad</th>
<th>Added</th>
<th>Clicked on</th>
</tr>
</thead>
<tbody>
<tr>
<td>App shortcuts</td>
<td>29,000+</td>
<td>1.5million+</td>
</tr>
<tr>
<td>Web shortcuts</td>
<td>5,100+</td>
<td></td>
</tr>
</tbody>
</table>

Top 5 Shortcuts

- Email
- Blackboard
- StaffConnect (HR)
- Reporting
- SAMS
## LAUNCHPAD AND APPLICATION DIRECTORY

### BENEFITS

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ONE LOCATION</strong></td>
<td>User has all of their important shortcuts in one location.</td>
</tr>
<tr>
<td><strong>CUSTOMISEABLE</strong></td>
<td>User can customise their LaunchPad to suit their needs.</td>
</tr>
<tr>
<td><strong>MOBILE FRIENDLY</strong></td>
<td>User interface uses mobile responsive design.</td>
</tr>
<tr>
<td><strong>USER FRIENDLY</strong></td>
<td>User interface is simple and easy to use.</td>
</tr>
<tr>
<td><strong>INTEGRATED</strong></td>
<td>The LaunchPad is integrated throughout the Digital Workplace (eg. Search).</td>
</tr>
<tr>
<td><strong>SUSTAINABLE</strong></td>
<td>Application content is self managed by the application owners.</td>
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WHAT’S NEXT FOR US

HiQ
Transforming the student experience
WHAT’S NEXT FOR US - HiQ

NEW STUDENT SPACES

NEW STUDENT INTRANET AND PORTAL

NEW MOBILE APP
THANK YOU

QUESTIONS?