

# Portal Functional Requirements Group Meeting

April 6, 2004

## Objective:

The portal functional requirements group will define the appropriate audience and specifications for a University-wide portal implementation. The group will work with end users or customers to identify desirable services and, in parallel, with the portal technology group that will choose an appropriate technological approach. Major reasons for moving in this direction is that our users expect more efficient, integrated, seamless, “anytime, anyplace” access to content and services, and for providing superior communications within and without the University.

The group agreed with idea of portals as information hubs, or entry points to information resources, rather than a central location built around a specific service or administrative unit. This group’s discussion, especially related to the diverse users and needs within Hopkins, confirmed this concept of having channels or portlets that would be available (in single secure, sign-on, authenticated, and authorized modes). Given this viewpoint, it’s possible that the technical group might define middleware standards for portals throughout the University to share content and services through channels or portlets.

## Audience:

- Students
  - Current
  - Prospective (e.g., high school students, counselors)
  - Full-time
  - Part-time
  - Offices that support students
- Faculty
  - Researchers (both internal and external to Hopkins)
  - Instructors
  - Advisers
- Staff
  - Across University (with diverse expectations and needs)
- Medical
  - Patients
  - Physicians
  - Nurses
- Alumni, Friends and Community
  - Friends of the University

- Donors
- Trustees
- Alumni
- External relations, news outlets, etc.

**Timing:**

- There is a sense of urgency (e.g., students already think we are behind, use DailyJolt, etc.)
- Currently being discussed in forums such as Krieger School’s Advisory Committee on Academic Computing)

**Specifications or Functional Requirements include:**

- Integration with other services (e.g., search engine, authentication, file sharing, library resources) and existing workflow and business practices
- Multiple “views” or modules to reflect various major, profiles, departmental or institutional affiliations
- Need for public vs. private views
- Mechanisms to prevent access to secure, private, restricted data or services
- Usable and accessible (i.e., compliant for Section 508 guidelines for web accessibility)
- Need to keep content fresh, updated, and relevant
- Mechanisms to track usage and adjust accordingly
- Framework for working with existing portal implementations
- Some level of user-specified customization, but also need to recognize that “providers” need to send announcements, messages, etc.
- Ability to add channels (both endorsed by institution, and “personal” channels)

**Methods for engaging users or customers:**

- Focus groups
- In-person interviews
- Web surveys (with incentives such as drawing for laptop)
- Usability testing (including card sorting, task-based testing)
- Broadcast email
- Flyers, announcements on websites
- Creating guest accounts on existing portals
- Visits to other institutions