

EISA Learning and Development Portal Project

Evolution 3 Status Report

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Revision History

Date of next revision:

Revision Date	Summary of Changes	Changes Marked

Approvals

This document requires the following approvals. A signed copy should be placed in the project files.

Name	Signature	Title	Issue date	Version
Craig O'Callaghan		Director, Business Transformation Programme	28/01/2009	1.0

Distribution

This document has been distributed to:

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Craig O'Callaghan	Director, Business Transformation Programme	28/01/2009	1.0
Open Logic	Project Manager	28/01/2009	1.0

Evolution 3 Status Report

Background

The Portal Project went live in October 2008 for Undergraduate Laws and EMFSS students with the aim of providing a single point of access to a variety of disparate data sources and information systems, both within and outside of EISA, and presenting the user with a personalised view of these based on their role within the organisation.

The live implementation of the Portal project (Evolution 2¹) was divided up into six sub-projects (or services) to allow for a staged and evolutionary approach to delivery. These six services are:

1. Identity and Access Management Service
2. Business Integration and Personalisation Service
3. Student Email Service
4. Student Networking Service
5. Profile and Security Management Service
6. Web Content Management Service

For more details see Appendix 1 – Portal Project Overview.

During the development of the live system, a significant problem was found with a key piece of software, and considerable effort was required to implement a number of alternative solutions until a fix was provided by IBM. This had the unfortunate effect of delaying the delivery of some services that have now been postponed until the beginning of 2009.

The services delivered for October 2008 were:

1. Identity and Access Management Service
 - a. Central Authentication System created and populated with all EISA students from EARS
 - b. Shibboleth service installed and incorporated into the Online Library (where the supplier supports this service)
2. Business Integration and Personalisation Service
 - a. All major EISA based applications integrated into the Portal (Moodle, Library, Email and web content)
 - b. Single Sign-On (SSO) implemented across most applications (Moodle and Email). Shibboleth requires a separate logon using the same credentials. SSO implemented across all Shibboleth enabled resources
 - c. Students presented with the information that is relevant to them
3. Student Email Service
 - a. All University of London External System now have their own institution email account accessed via the portal (in the format of *username@student.london.ac.uk*)
4. Web Content Management Service
 - b. Web Content Management available within the Portal

¹ Evolution 1 was a pilot project completed over the Summer of 2008 for a sub-set of laws students.

The following services were delayed as a result of the problems detected with the IBM software are scheduled for the beginning of 2009 as part of Evolution 3:

- Student Networking Service
- Profile and Security Management Service

Evolution 3: Purpose

The Portal Project Evolution 3 development cycle began in late 2008 with a number of specific remits. These were chiefly:

- To apply the required software fixes to the IBM Tivoli Identity Manager (TIM) software identified in Evolution 2
- To rebuild the existing pre-production environment (previously used for the original pilot) to the same specification as the production site. This is required to apply the new software fixes
- To complete the outstanding work from Evolution 2 that was delayed as a result of the TIM software bugs
- To improve the mechanisms for dealing with poor data supplied by the EARS database

Evolution 3: Summary Status Report

Period of status report: week-ending 09/01/2009 to week-ending 23 January 2009

The status of work over the reporting period has been generally positive. The majority of the tasks have now been completed and tested in the development environment by Open Logic. Work is now underway to complete the testing in the pre-production environment before UoL staff begins their testing.

Of the four outstanding tasks to be completed, one has been started (EV3-16) and one may be removed from this evolution (EV3-25).

The main items to report during this period are:

- Slow connection speeds between the Open Logic development site in Worcester and ULCC have severely impacted deployment and testing of code
- Significant poor performance issues on the pre-production site are severely hindering testing and fixes. This issue is currently theorised to be an issue between the pre-production site and the Storage Area Network (SAN) although this has not yet been conclusively proved. This problem does not occur on either the development or the production environments.

Both of these issues are currently being addressed and a resolution is being sought.

Supporting documents:

PP_EV3_SR_1_OLSR1.pdf

PP_EV3_SR_1_OLSR2.pdf

PP_EV3_SR_1_OLSR3.pdf

Evolution 3: Status Report Details

Task	Work Item	Progress – Task started	Progress – Development completed	Progress – OL testing on Dev completed	Progress – OL testing on Pre-prod completed	Progress – UoL Testing on Pre-Prod completed	Progress – Migrated to Production completed	Task complete and signed off
EV3 - 11	Build TIM/TAM on dev environment	✓	✓	✓	N/A	N/A	N/A	✗
EV3 - 12	Build TIM/TAM on pre-prod environment	✓	✓	✓	✓	✗	✗	✗
EV3 - 17	Apply TIM FP 3 (pending task issues)	✓	✓	✓	✗	✗	✗	✗
EV3 - 16	Anomalous data fix	✓	✗	✗	✗	✗	✗	✗
EV3 - 25	Set field lengths to match EARS	✗	✗	✗	✗	✗	✗	✗
EV3 - 13	Duplicate CNs - analysis	✓	✓	N/A	N/A	N/A	N/A	✗
EV3 - 14	Anomalous data fix - analysis	✓	✓	N/A	N/A	N/A	N/A	✗
EV3 - 4	Portal admin access	✓	✓	N/A	N/A	N/A	N/A	✗
EV3 - 5	Dual branding for EMFSS (Moodle only)	✓	✓	✓	✗	✗	✗	✗
EV3 - 22	Build connections in Pre-prod	✓	✓	✓	✗	✗	✗	✗
EV3 - 23	Enable connections on production	✓	✓	✓	✗	✗	✗	✗
EV3 - 15	Duplicate CNs	✗	✗	✗	✗	✗	✗	✗
EV3 - 2	Domino account not found	✗	✗	✗	✗	✗	✗	✗
EV3 - 18	PMR - UOL fields not replicating	✓	✓	✓	✗	✗	✗	✗
EV3 - 19	PMR - Reconciliation	✓	✓	✓	✗	✗	✗	✗

UoL EISA Learning and Development

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EV3 - 20 Password change issues	✓	✓	✓	x	x	x	x

Other Developments

Online Library Integration

The External System is currently investigating ways to integrate the Online Library website more closely into the Portal. A short report has been written which is currently in draft form that will be made more widely available once it has been formally approved. The report makes a number of recommendations that are broadly:

- To remove the library website from the Portal and replace it with personalised, summary information that shows the resources, databases and links that are relevant to a particular user
- Where possible, to make the information available from the Online Library website available through such mechanisms as RSS feeds so that the information can be re-used across multiple applications (e.g. Moodle)
- To consider increasing the level of categorisation of resources in the Online Library to include resources available at Study Unit and topic level. This will provide greater personalisation at the Portal level and greater integration between Moodle, the subject guides and the Online Library.
- To consider the information architecture for all future and existing useful links and information across all EISA Information Systems so that this information can be re-used across other applications or accessed through a single unified interface.²

Outstanding Items

The following items need resolution once Evolution development has been completed:

- i. Social Networking (Connections): There are still some policy decisions to be made relating to the introduction of the social networking site. A Social Media Working Group is currently being formed to consider these issues. The SMWG will report to the External User Group and the relevant sub-committees of the External System as required.
- ii. Staff accounts: An estimated timeframe of 8 days has been supplied by Open Logic to allow EISA to create staff accounts on the system. Following a discussion with the current primary users of the system (EMFSS and Law) it has been decided that this work should be completed *after* Evolution 3.

² . Although this is a wider issue than just the Online Library website, this will be impacted in the future as an existing provider of information.