Enterprise Architecture and the Constituent-Centered Approach

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Really?!?!  

When a student must interact with different interfaces to different systems and manage the workflow herself, it feels as absurdly backward, maze-like, and hazardous.  

As, well, this:
It was kind of fun in the 80’s as a game

But it’s 30 years later for cryin’ out loud!!!

Let’s not make them do this in order to succeed

Gaining proficiency in an academic area is challenging enough
Epiphany #1

We have worked for awhile to streamline and standardize resources for advisors, and we are now applying UX design for their access to these resources.

But wait

These same resources, with some tweaking, can help students. We can make this a core part of a Student Experience suite of resources.

We’ve done the hard work already!
Epiphany #2

This same idea can be applied to others that engage in the academic domain: Instructors and administrators.

In fact we can generalize the idea to define

A Constituent Centered Approach
So, how and where does this approach fit with EA

- Well, if you want to get all TOGAFy, you could say it is a special tool on the Business Architecture petal in the great flower of framework.

- Importantly, and perhaps more usefully, it is a way of looking at an area that can drive good architecture through and through.

- It feels like the next evolutionary step in aligning IT with organizational mission
This is a good thing

- Brings together organizational silos
- Brings coherent planning focus and well factored results
  - Common info
  - Rationalized information delivery services
  - a user interface/presentation layer
- And, of course, it brings a better user experience leading to greater independence and empowerment
In other words

From this:

To this:
This new pattern demands broader and deeper coordination

Vertically: Up & Down the Stack

- At software layer: APIs, canonical data entities as the common language
- Among the developers: better communication, tricky project management

Horizontally: Across functional areas and domains

- At software layer: APIs, canonical data entities as the common language
- Among the developers: better communication, tricky project management
- At Business/IT nexus: rethinking roles and responsibilities
Challenges

● New scope for portfolio mgmt, road-mapping, and budgeting
● A space where some needed integration standards are still immature, and where not every enabling component is blessed with an open API.
● The need for stereoscopic vision
  ● Strategic, Innovative work balanced against
  ● Initiatives of various kinds that demand attention. Ideally, one would factor the strategic approach with these innovations
Synthesizing Related Perspectives
The Role of Enterprise Architecture
Sustainable Student Digital Ecosystem

Curriculum Management System
- Academic policy
- Curricular structure
- Academic approvals
- Course scheduling

T&L Tools – Unizin plus
- LMS (Migration to Canvas)
- Integrated course-level analytics
- Content sharing
- Other tools

Assessment
- Course level
- Program level

FERPA

Public

Private

Inspiring students through enriched learning
Managing dependencies across org swimlanes

Constituent-Centered Design (CCD) Initiative

- Other Infra
- IAM
- Other Projects
- Info Access
- DARS
- CHUB CAOS
- Enrollment Experience
- Advisor Services
- CCD Strategy and Planning

Time

NOW

Facade dev. bedins

Begin REST API

June Design Sprint

Release REST API

Release refactor begins

UAchieve Proj. Start

Facade complete

Initial Release

Inception
Questions

1. Have you used UX to drive architecture? If so, how?

2. Have you brought areas together at the scale we are attempting (academic reporting, curriculum management, student record and academic technology)? The chief characteristic in our case is that they are organizationally independent but nonetheless mutually interdependent.

3. What communication tools have you used to make the case for an effort such as this that spans functional areas (and budgets)? Dot diagrams? Other?
Questions

4. Could you provide feedback on the core diagram we are using (will be presented at the 6/5/15 ITANA meeting)?

5. How do we expand partnerships between data stewards (specifically the Office of the Registrar) and architects to help the stewards make sense of the miasma of initiatives coming at them?

6. Specifically in the case of the Registrar: We will need to help them manage the transition to greater focus on CBE, micro-badging, and extended transcripts?