

<i>Project Name</i> UI Mobile Application Release 1	Request Date 10/1/2012	<i>Project Number (AGIT Use Only)</i>
Project Sponsor Daniel Ewart, CIO	Desired Date 1/1/2013	<i>AGIT Owner (AGIT Use Only)</i>
Short description of project / purchase (one sentence) The development of the first release of a mobile application for the University of Idaho		

ALL requested and/or recommended technology projects must complete the checklist below.

Definition: A project is a temporary endeavor undertaken to create a unique product, service, change, or result. A project is different from “business as usual” activities (operational work) in that it has a number of distinguishing features: it brings about change, has unknown elements therefore create risk that must be managed, and has a defined start and end (is temporary). In contrast, “business as usual” activities are characterized by having known policies, processes, procedures or precedents which may be followed, virtually no risk is present, the activities are not new but repeated (albeit not necessarily very frequently) and therefore does not offer change.

CHECKLIST

YES	NO	CRITERIA
X		1. Requires new ITS and / or other departmental information technology resources (including new or increased support needs)
		2. List amount of initial plus five-year on-going information technology costs for the project (i.e. first time hardware/software acquisition, professional services, annual maintenance, staffing, etc) \$ _____
X		3. Requires new integration with existing information technology or electronic data systems such as Banner, FAMIS, R25, and ITS Identity/Access Management.
X		4. Affects information technology aspects of multiple organizational components of the university.
X		5. Has information security aspects with respect to implementation of the information technology (privacy, confidentiality regulatory or compliance).

- **IF checking ‘NO’ to all criteria above, submit the completed checklist to AGIT for final review and approval.**
- **IF checking ‘YES’ to any of the criteria above, the Proposal form (below) must be completed and submitted to AGIT for further review and assessment.**

AGIT Findings

1. Criteria utilized in review process

ITS suggested that the first version of a mobile application be built without significant customer input but instead be based on functionality that is available “out of the box” and with minimal configuration activities. While it was agreed that this should move forward, the need for the input of a much wider audience is critical for future versions. UI is behind in mobile app development and this is a first step of catching up (Institutional Priority deemed high). Given that existing ITS resources were temporarily reallocated to work on the project and that the first phase requires minimal testing from Registrar and HR, the Institutional Impact is low. The integration with Banner does represent a security risk but one UI will need to take as more functionality is desired (and expected on mobile applications). There are no time savings and no revenue generation but it

addresses an issue in which UI is seen as behind the times for not having a mobile app. The personnel resources for this project were donated by ITS. Future versions of the application will require more time from many different units at UI, thus further discussions on priority will be required.

2. Findings

Approved to move forward with the first version of the mobile application on the condition that functionality in future versions will have identified and prioritized by a wider UI audience.

3. Comments

Proposal

OVERVIEW

1. University Responsibility

- a. **Sponsoring Department** - Information Technology Services (for the initial rollout – this will possibly change in the future)
- b. **Executive Sponsor** – Daniel Ewart, Chief Information Office, 208-885-2271 or dewart@uidaho.edu
- c. **Project Manager** – Brian Borchers, 208-885-2076 or bborcher@uidaho.edu

2. Description

The purpose of this project is to develop the first release of a mobile application for the University of Idaho. The mobile app will establish a mobile presence for UI and will act as the springboard for discussions on desired

3. Required Costs and Resources

- a. **Budget estimate** -- *Include both one-time and ongoing for hardware, software, staff hours (both ITS and non-ITS personnel -- including within the sponsoring department and others), consulting /professional services.*

Category	Cost	Description
Developer Software	\$0	The Mobile Connection framework is free from SunGard.
Developer Licenses	\$299	Development and deployment on Google Play is free. The Apple App Store Developer License costs \$299 for an enterprise license.
Developer Hardware	\$3,500	Deployment to the Apple App Store must be done on Apple computers. Shared Android and Apple devices (iPad, iPod, Android tablet) will be purchased for testing
Server Hardware	\$0	Existing virtual servers will be used to deploy the application. Standard charges for the hardware and support would be \$13,500
Technical Training	\$500	Approximate costs of books and other resources necessary to train developers in preparation for supporting the mobile framework
End User Training	\$0	Typically not delivered for mobile apps
Advertising	\$500	While a plan for advertising is still under development, typically word of mouth, emails and a few posters is sufficient for advertising. Future UI materials should include references to the mobile app.
Consulting	\$0	Future releases, with more complicated functionality, may require targeted investments but none are anticipated for the first release
Personnel Costs	TBD	ITS has already invested in the proof of concept, much of which will translate to the first release of the app. The first release will provide a good indication of costs for future

		releases.
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For the first phase of the mobile application there will not be any hard-dollar on-going costs. Ongoing maintenance for the servers (personnel and hardware) as well as the developers will be absorbed in the operating budget of ITS as UI needs to invest in its skills for mobile development.

- b. Financial commitments /resources for above** – ITS will be funding the first release of the mobile application from carry-over funds from 2012 and through existing personnel.

PROJECT BACKGROUND

- 1. Context** -- Describe if it is a regulatory requirement, a mandate, supportive of a local tactical/operational plan, or supportive of a specific element of the University of Idaho strategic plan.

Various UI units have developed or are planning to develop mobile apps. Examples of these include Athletics, College of Art and Architecture and the CDA Center. Additionally, some software already in use at UI can be accessed through vendor-provided apps – with BBLearn being the prime example. UI does not have a centrally provided and maintained app nor a current strategy for institutional application development. The development of a centrally provided and maintained app would offer the following benefits:

- UI looks
- Integration with Banner, BBLearn and other software can be supported, allowing key functionality to exist for students and faculty
- Security of access to important data (like Banner data) can be far better controlled
- A single app will reduce user confusion over the purpose or audience of individual apps.
- Having multiple groups develop apps means potential duplication in effort and financial resources
- It will be significantly easier to brand and market a UI-centric app rather than multiple apps for distinct groups

- 2. Value proposition**

ITS feels strongly that a central app is important and has made the development of the first release of such an app Initiative #13-11 in its strategic plan. ITS has done a significant amount of work in preparation for the development of a central app. In deciding which of numerous technologies should be used to develop and maintain the app, ITS has completed a technology proof of concept on the Mobile Connections framework provided by Ellucian, the maker of our Banner software. Based on an industry standard set of technologies, this platform will allow us to take advantage of Banner-related functionality being developed by Ellucian and other Banner schools and allow us to provide value-added functionality to our users at little or no cost. It also allows us to develop our own custom functionality and integrate other apps inside the UI app. ITS has built an environment, tested some basic functionality provided by Ellucian and has ensured the security and scalability of the technology.

- 3. Beneficiaries** – While the primary beneficiary is intended to be students and prospective students, faculty, staff, alumni and friends of UI will all gain benefit from future versions of the mobile application.

- 4. Risks** -- Describe all risks associated with doing as well as NOT doing this project.

Risks of not doing the project:

- UI appears distinctly “behind the times” by not having a central app, potentially impacting recruitment and retention

- UI units will start/continue developing individual mobile apps without an overall UI view, costing more money and targeting only a limited audience
- UI needs to get started in mobile development as it is certainly the direction of the industry as far as how to get functionality to the users

Risks of doing the project:

- Choosing the wrong technology: with the rapid pace of evolution in mobile technologies, it is very likely we may not stay with the Mobile Connections framework but it will give us invaluable experience
- Other work may be delayed to roll out the mobile application

5. Alternatives Considered -- *Document alternatives considered and why rejected. Changes in business processes to accommodate existing technology solutions should be considered and documented.*

Alternative 1: No central app

Reasons Alternative 1 rejected: see above

Alternative 2: Buy a prebuilt app from a vendor

Reasons Alternative 2 was rejected: expensive, UI gains no experience, will have to then buy future releases, limited options for Banner integration

Alternative 3: Build the app on another platform

Reasons Alternative 3 was rejected: while there are many other frameworks on which mobile apps can be built, they provide limited "out-of-the-box" options for Banner integration and would require a long lead time to learn the technology

- 6. Timeframe and Urgency** – The project timeframe is truly at the discretion of UI. There are no UI, local, state or federal mandates requiring the completion of the app. That said, UI looks distinctly "behind the times" by not having a central mobile app and this could cause potential damage in recruiting new students. With Over 60% of new students arriving on campus with smartphones or other mobile devices, there is a large audience not being served when other universities are doing so.
- 7. Constraints** – The costs of the project will be born by ITS. Constraints include the time and effort of ITS, Office of the Registrar and University Communications and Marketing personnel. The security of the app and the connection to Banner is not considered a constraint due to the success of the proof of concept project.

CONNECTIONS

- 1. System impacts / dependencies** – There are no prerequisites for this project. A proof of concept was completed by ITS that has completed the required technical infrastructure. No changes to Banner or other systems are anticipated for the first release of the mobile app.
- 2. Enterprise Systems Integration** – The first release of the mobile app, as currently designed, will require an interface with Banner for the student grade and course schedule components. This interface has been tested by ITS but will also require testing from the technical team of the Office of the Registrar.

- 3. Stakeholders -- impact and/or buy-in** – This project has the buy-in of ITS and the support of the Office of the Registrar, though there are concerns about the amount of time require of OR staff to test the application. Some small level of assistance will also be required of University Communications and Marketing on branding the application. ASUI has expressed a desire for a mobile app.