

SIS CUSTOM REPORTS HIT MILESTONE

DYNAMIC REPORTS AIM TO RAISE BUSINESS IQ & DRIVE ACTION

After months of gathering requirements and navigating a maze of custom data fields, PORTiCO's report development gurus can claim a big win. As Bloti Teh, the SIS team's expert-in-residence remarked, "My work for Phase One is done...now onto a new focus on iDashboards and wrapping up Phase Two reports."

The significant milestone was the complete design and development of 23 Phase 1 -custom reports requested by the components. These reports expand on the canned reports available through the ...
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GETTING BY WITH A LITTLE HELP

NEW VISION OF HELP FOR SIS USERS



Ever find yourself in a desperate need to get a task done and clueless on how to get started? You know the feeling: the clock tick seems louder, beads of perspiration gather on your forehead, and your PC monitor stares back at you with contempt and seems to cry out, "Do SOMETHING!" It's times like these that you need the right information or the right Sherpa...someone who can get you on the right path.

Enter Ann Malik, PORTiCO's Help Designer and the individual charged with making the student information system extend that helping hand. Since joining the PORTiCO...
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STUDENT PORTAL TRANSITIONS TO TESTING

CRITICAL ACCESS POINT FOR STUDENTS READY TO RUN THE GAUNTLET

As the American Men's Soccer Team primes itself for the challenge of World Cup play, the SIS student portal has been cast into its own proving grounds. The student portal has begun its smoke test phase —aka rigorous review of key feature functionality. Derrick Greene, the portal's developer, describes the transition as bittersweet, "You want to keep the train on schedule but there's always a desire to introduce one more..."

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GATEWAY TO EXCELLENCE

"Progress grows out of motion." – Richard E. Byrd

The Update on PORTiCO

Student Information System Project Brief

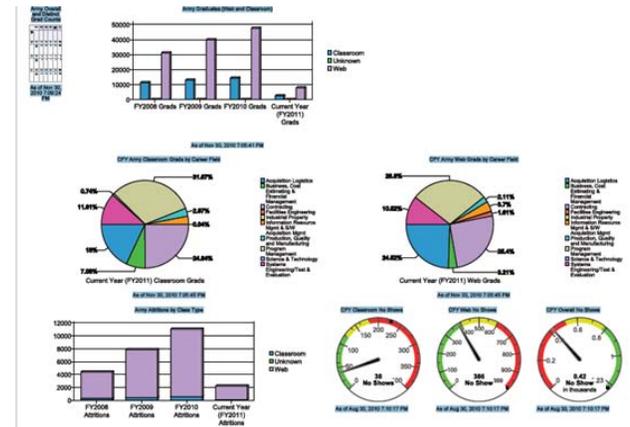
SUMMER 2014—Volume 5 Issue 3

EYE-POPPING DATA (CONTINUATION OF CUSTOM REPORTS)

Student Information System by reporting on custom attributes unique to the defense acquisition workforce. The reports range from scoreboard level statistics (or dashboards) for the defense acquisition career managers (DACMs) to more tactical reports on class low-fill rates and quota utilization.

The generation of these reports represents the culmination of a thoughtful process. The SIS reporting team, in collaboration with key stakeholders, worked to identify the reports that would enable them to be more productive and analytical when conducting their recurring tasks. The next step was to cull much of the redundancy that existed in stakeholder requests. Once the report inventory was validated, the heavy lifting began as individual data objects were identified and associated within a logical and usable architecture.

The significance of this report inventory should not be overlooked. As Mr. Teh notes, “The new reporting capacity delivers real tangible value by eliminating the fragmented and delayed view we have today.” For the first time, DAU and the DACMs will have the ability to capture real-time, standardized, and enterprise-wide data and business intelligence. Moreover, this critical access to data can be acquired without IT intervention and digitally distributed to a broad community of stakeholders concerned with the training activities for the next generation of acquisition professionals. ★



WHAT'S NEW ON THE WEBSITE



★ Summer Key Dates for PORTiCO

RUNNING THE GAUNTLET (CONTINUATION OF STUDENT PORTAL TESTING)

enhancement or explore the feasibility of a new feature.” Nevertheless, the portal development team is thrilled to reach this milestone and refine this key user interface.



Now that the Testing Unit has begun its work, the core processes and features such as course/class registration and progress toward certification will be reviewed across the platform. In other words, the Testing Unit will ensure that the system is not only meeting requirements but also delivering a “hi-fidelity” user experience for both the student and super-users.

As issues are identified by testers, the remediation opportunities will be documented, triaged, and resolved through short-cycle development sprints. This work will enable the final proving ground: user acceptance testing (aka our World Cup final) and the final step before deployment. ★

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team, Ann has been focused on creating assets that will get users “to do what they set out to do” in the new platform. Whether she’s developing the training content or designing the Help architecture for the application, Ann believes “you can’t rely on building intuitive applications where every user just ‘gets it.’ That’s a software mirage. We need to anticipate user problems and deliver the help when and where they need it.”

That vision of Help has informed how user support has been crafted for the Student Information System.

After many months of analysis, design, and development, PORTiCO’s help architecture has taken shape. In collaboration with Gartner Group (a research company), the DAU IT Helpdesk, and the Components, the PORTiCO team has identified key processes and use cases to build a user-oriented support system.

PORTiCO’s Help system will empower users to find solutions to their questions through self-help guides and videos. This foundational layer is called Tier 0 (zero) support. Beyond this initial support, we’ve developed additional layers, from Tier 1 (Helpdesk) through Tier 2 (SME support) aimed at getting the user the level of rescue they need. To date, this collaborative effort has successfully identified the knowledge management guides, escalation models, and initial set of use cases that will transform how we help users.

The HELP system will continue to evolve in the coming weeks to establish service level agreements (SLAs) with each Tier Level. These SLAs play a crucial role in managing user expectations and ensuring a responsive Help organization. Before Ann and team close out their work, this collaborative and ambitious effort will also define a roadmap for the continued maturation of PORTiCO’s Help system. ★

Project Milestones

Select date to view event brief.

June 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

July 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

August 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
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