



Roadmap Briefing

User Group - November 2017

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Translating Requirements into Features



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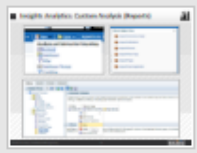
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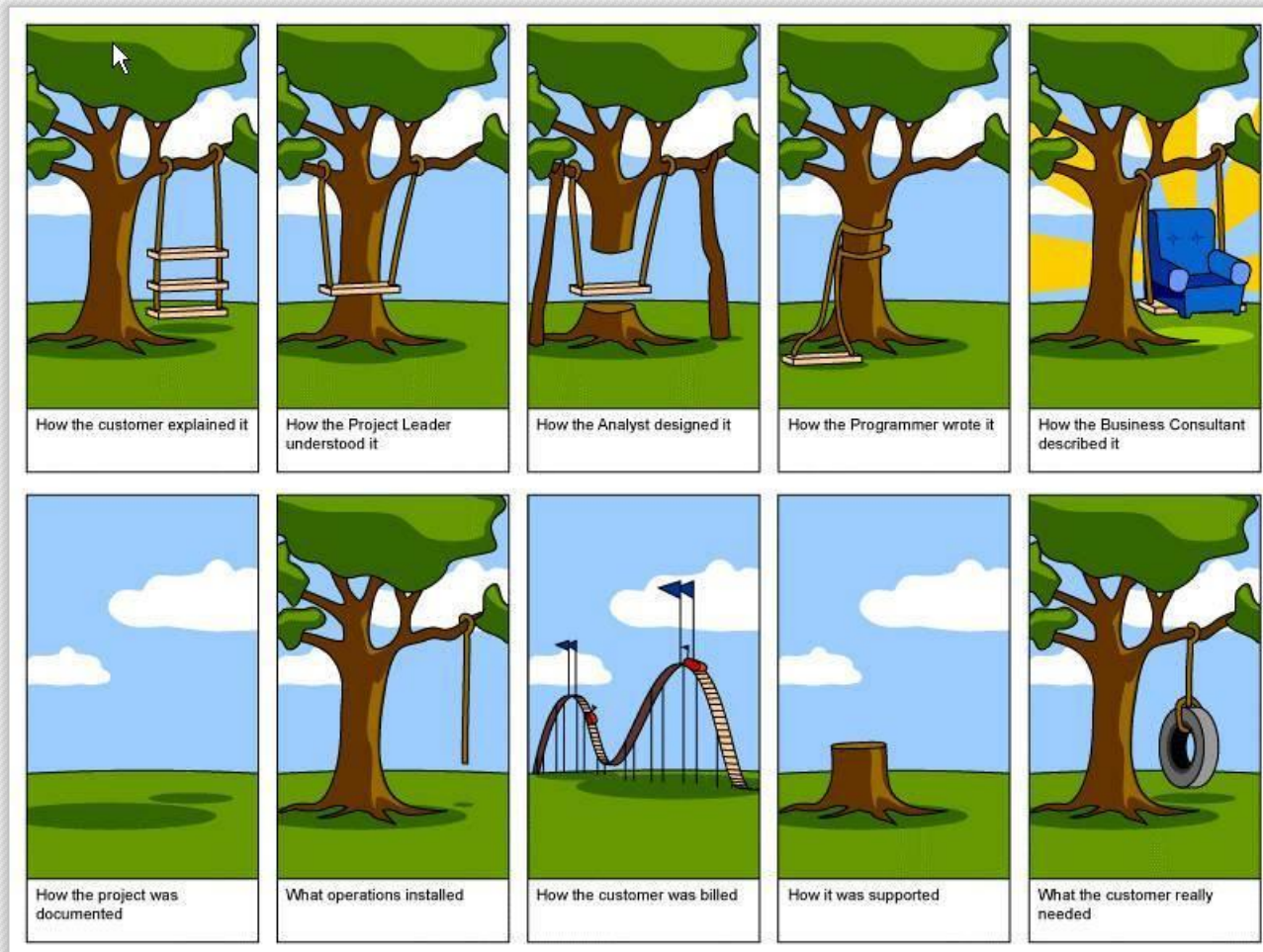


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Meeting and Exceeding Expectations



Getting Your Desired Enhancements



campusM

Your feedback matters to us. Help us improve campusM by telling us what you'd like to see using the message areas below. You can also support something already posted.

We would love to be able to respond to every idea that is submitted, but this is not feasible. We are, however, committed to responding to the most popular ideas—those that have received the most points.

For more information please review our [FAQ](#) and [guidelines](#). Thank you.

How can we improve campusM?

Hot Top New Category Status My feedback

Add emojis to push notifications

New and returning users may [sign in](#)

campusM

Post a new idea...

All ideas

My feedback

AEK 22

All Platforms 48

Analytics 4

Android App 1

App Manager 32

Integrations 8

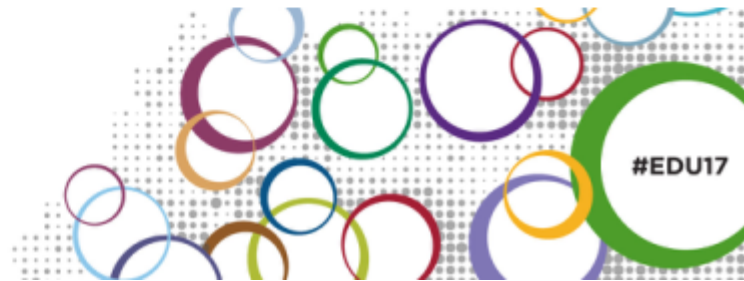
iOS App 6

Portal 3

Ensuring the Solution is Innovative

EDUCAUSE 2018 Top 10 IT Issues

- 1. Information security:** Developing a risk-based security strategy that keeps pace with security threats and challenges
- 2. Student success:** Managing the system implementations and integrations that support multiple student success initiatives
- 3. Institution-wide IT strategy:** Repositioning or reinforcing the role of IT leadership as an integral strategic partner of institutional leadership in achieving institutional missions
- 4. Data-enabled institutional culture:** Using BI and analytics to inform the broad conversation and answer big questions
- 5. Student-centered institution:** Understanding and advancing technology's role in defining the student experience on campus (from applicants to alumni)
- 6. Higher education affordability:** Balancing and rightsizing IT priorities and budget to support IT-enabled institutional efficiencies and innovations in the context of institutional funding realities
- 7. IT staffing and organizational models:** Ensuring adequate staffing capacity and staff retention in the face of retirements, new sourcing models, growing external competition, rising salaries, and the demands of technology initiatives on both IT and non-IT staff
- 8. (tie) Data management and governance:** Implementing effective institutional data governance practices
- 8. (tie) Digital integrations:** Ensuring system interoperability, scalability, and extensibility, as well as data integrity, standards, and governance, across multiple applications and platforms
- 10. Change leadership:** Helping institutional constituents (including the IT staff) adapt to the increasing pace of technology change



Conforming to Legal and Statutory Requirements

GDPR

ISO

CSA Star Self-Assessment

SSAE16 SOC1



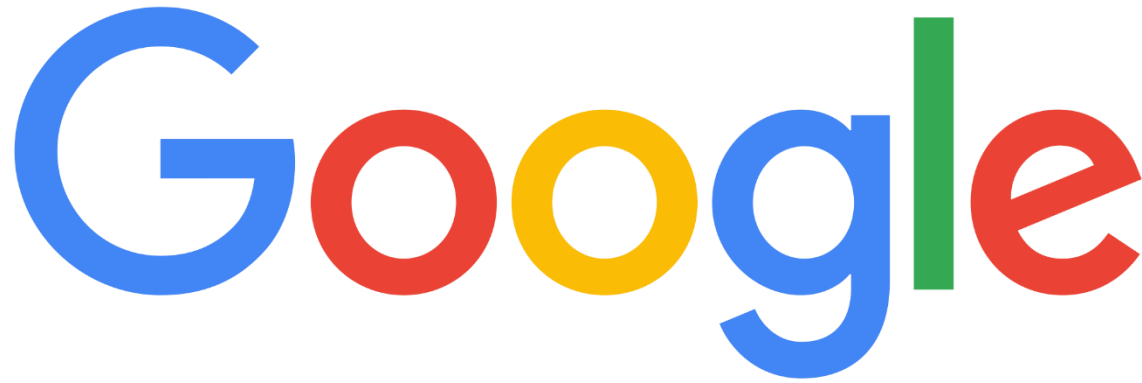
Ensuring Business and Community Growth



Surpassing Other Market Offerings



Acknowledging Influencing Industries and Vendors

The Google logo is displayed in its characteristic multi-colored font: 'G' in blue, 'o' in red, 'o' in yellow, 'g' in blue, 'l' in green, and 'e' in red.

Product Components

Native Apps



Web Portal



Admin



AEK



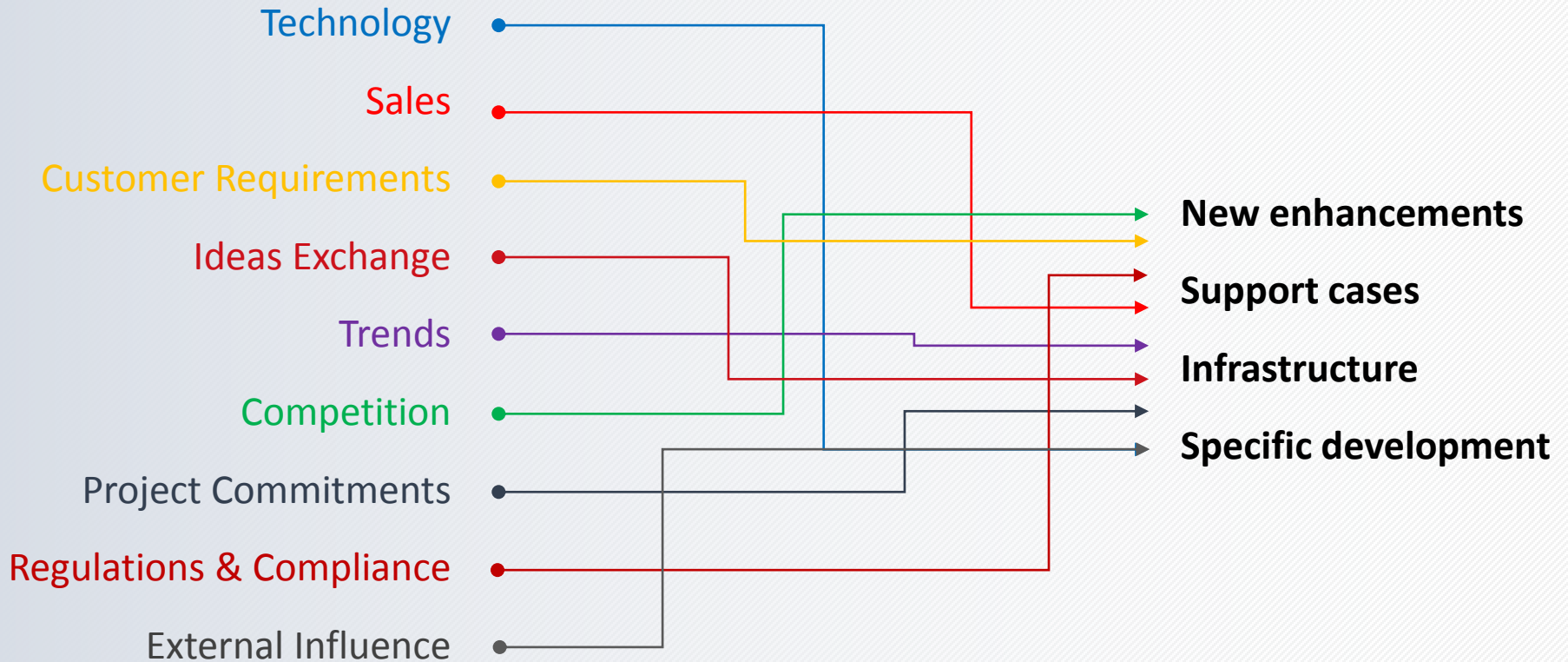
Analytics



Collaboration



How to Build a Scope for Release



1. Development Principles

2. Roadmap Overview

3. Research & Development Areas



Development Principles

Transforming Your Campus Services Into a Personalized Mobile Experience



Relevancy & Utilization

Student Engagement
Product 'Stickiness'
System of Record

Differentiation

Personal & Integrated
Platform & Technology
Pedigree

Development Principles

By Design

Security & Privacy

Accessibility

Analytics

Quality & Consistency

Product Vision

Product Package

Regular Release Cycle



Roadmap Overview



Short-Term Roadmap

Map Enhancements

Description

The default Campus Maps can now be set by the current users location or set to a personal default by the user, Google Maps can be defined as the default mapping system in iOS

UI enhancement and bug fixes (including Directions from Here)

Benefits

- ✓ Increasing the personalized nature of the experience, particularly for multi campus institutions
- ✓ Allow users and institutions to select their alternative mapping technologies to suite their localized situations
- ✓ General enhancements to the way maps work on end users device and in the web app

Insights Analytics: Custom Reports and Enhancements

Description

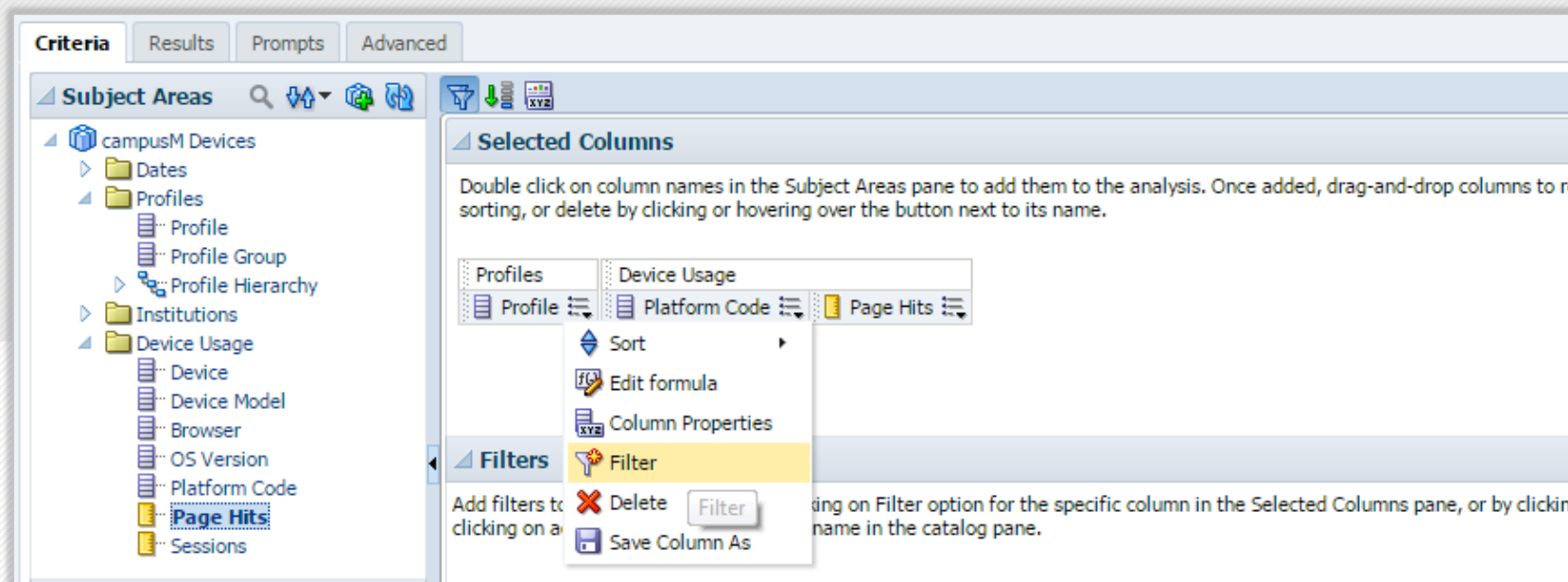
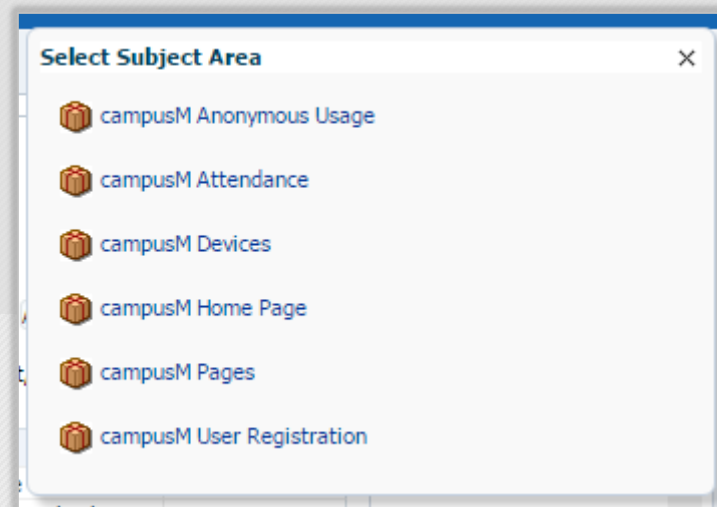
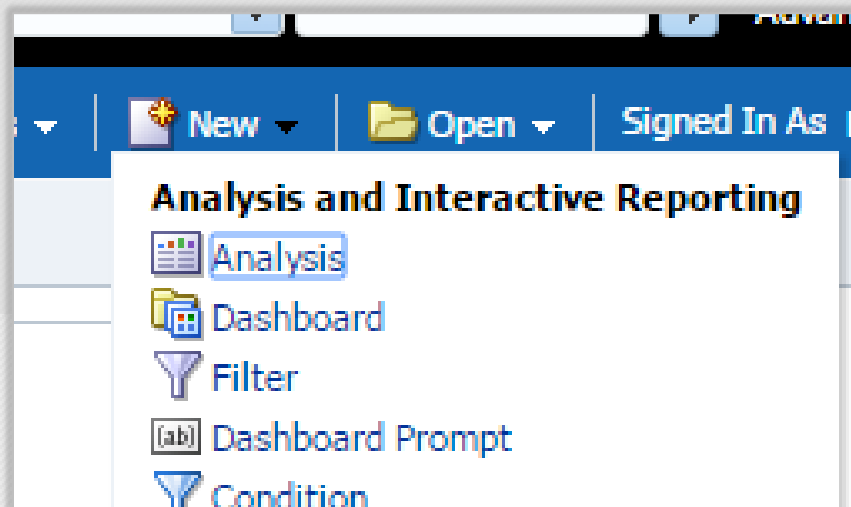
The new campusM Insights Analytics platform (Oracle Business Intelligence Enterprise Edition) will be enhanced to allow authorized staff users to create new analysis.

Extend the current set of data dimensions and data points available in the campusM Insights Analytics. With more data points, institutions will be able to gain more insightful understanding of their users' use of campusM

Benefits

- ✓ Allow users to analyze campusM usage by their selected criteria
- ✓ Allow users to save analysis (reports) for later use
- ✓ Define favorite reports and dashboards for easy access
- ✓ Allow institutions to analyze additional campusM collected data

Insights Analytics: Custom Analysis (Reports)



Description

The new campusM Insights Analytics platform (Oracle Business Intelligence Enterprise Edition) will be enhanced to allow authorized staff users to share reports with other members of the campusM community.

The enhanced functionality will also allow running and editing a community analysis (report) structure with local institution data.

Benefits

- ✓ Increase the analytics platform to provide additional custom reports created by other community members
- ✓ Utilize and build from reports created by other community members
- ✓ Collaborate with other institutions to create standard reports for various areas of campusM



Long Term Roadmap

GDPR Compliance Enhancements

Description

Refinement of the campusM Development process to ensure Privacy by Design

Process enhancements to streamline customers ability to request access, change and deletion of user data

Changes to the End User Agreement to ensure GDPR compliance

Benefits

- ✓ Build in compliance from the ground up
- ✓ Ensure regulatory compliance for GDPR
- ✓ Ensure clarity over partnership approach to GDPR

Personalization Enhancements

Description

Build on the feedback from customers on the initial implementation of Personalization. This will include synchronization across native as well as web, the ability to initially hide tiles and add tile meta data to develop an internal 'Tile Store' experience within campusM

Benefits

- ✓ Additional portability with syncing experience across native and web apps
- ✓ Tile store experience would allow institutions to generate lots of additional optional content and services that are selectable by the individual

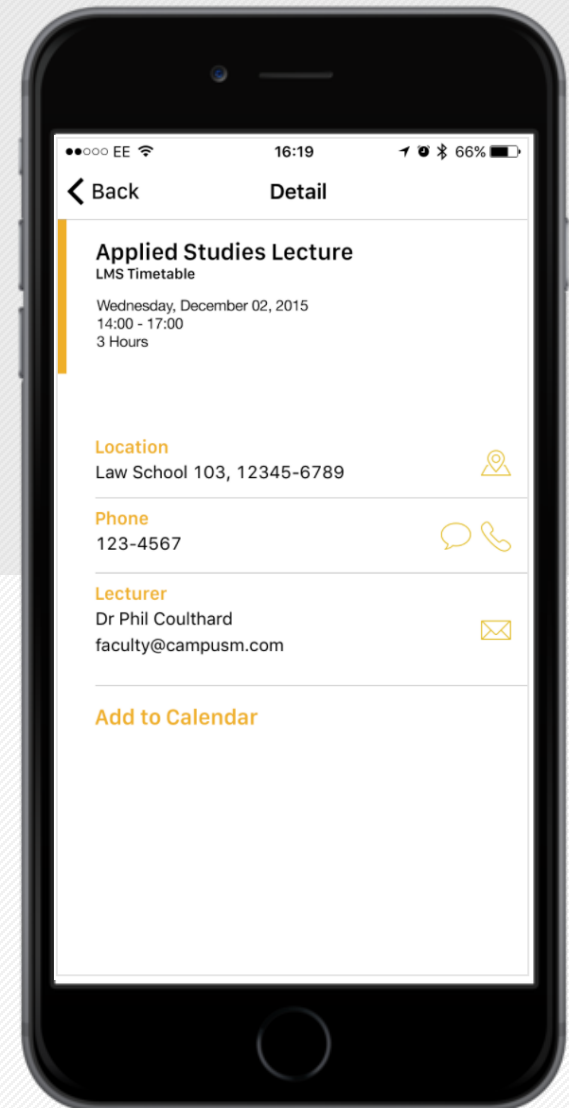
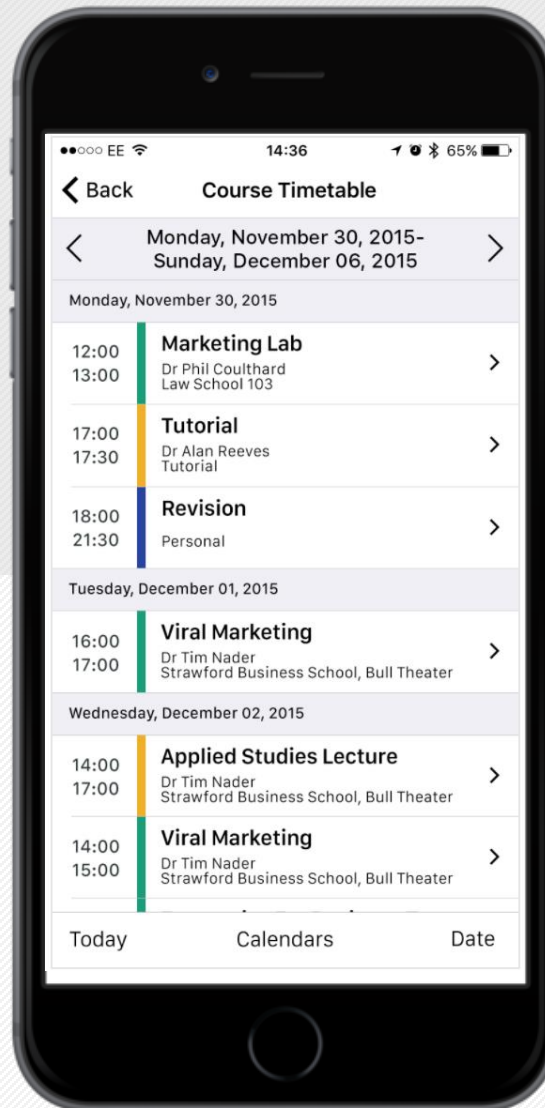
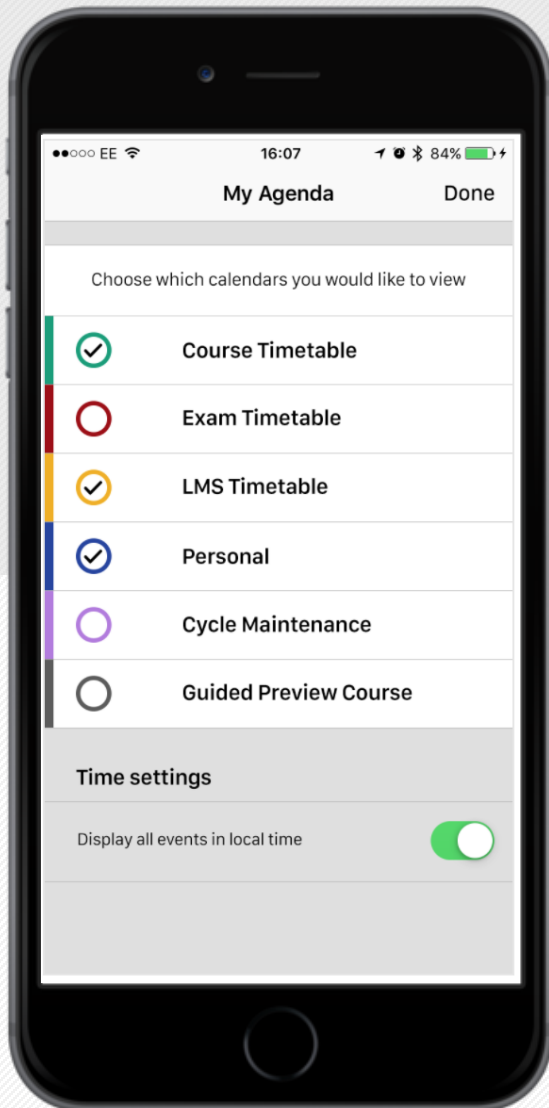
Description

Provides the ability to combine various calendars and schedules into one blended view within the Calendar screens. Allows the end user to select which calendars to show on screen or to hide. Provides intuitive color coding to enable source calendar to be easily identified by the end user.

Benefits

- ✓ Single calendar view with selectable feeds enables the end user to have holistic overview of their scheduled activities
- ✓ Flexibility to personalize the experience, to show or hide selected calendars
- ✓ Intuitive color coding interface to ensure the user knows where the events originate from

Blended Calendar – Potential Look n' Feel



Regular Release Cycle

Description

Agile, iterative development cycle designed to speed up development and delivery of product enhancements

Monthly releases delivered as a full package, with code changes, release notes, support materials etc.

Complementing continuous integration, build automation and testing

Benefits

- ✓ Increased agility to deliver feature enhancements and respond to change
- ✓ Transparent schedule for releases enable forward planning for customers
- ✓ Deliver a measurable step change in product quality

Preview Environment

Description

Creation of a duplicate app environment (Native (HockeyApp) apps, Web app, App Manager) that previews the coming monthly release code.

Contains a copy of data and configuration from the live platform to provide a comprehensive environment to preview developments

Benefits

- ✓ Preview developments before they are released
- ✓ Ability to develop end user support materials and briefing information in preparation for live release
- ✓ Review any impact of code changes on customer-developed services and AEK screens



Research & Development

Enhanced Notifications – Startup Notification

Description

When entering campusM, and under institution-specific criteria, users will be presented with an alert page instructing them to take certain action.

Institutions will be able to block/interrupt users' use of campusM according to their criteria and in relevant cases (unpaid fees, class attendance issues, etc.)

Benefits

- ✓ Students and other users are presented with the most up-to-date information that is critical to their campus experience
- ✓ Institutions are able to engage students with critical communications through the app and web portal

Enhanced Notifications - Smart Alerts

Description

Allow institutions to push notifications of various types (alert, confirmation, notification, etc.). The alerts will be presented on the campusM homepage, each alert type easily identifiable by their color, with users able to dismiss or take action as needed

Benefits

- ✓ Provide students a more clear understanding of the notifications
- ✓ Embed the notifications as part of the campusM homepage experience, both in the apps and in the responsive web interface
- ✓ Enable institutions to send clear alerts to users for more scenarios (acceptance, fees, change in schedule and more)

Description

Enhance the App Extension Kit (AEK) to support the development of Live Tiles. This will empower AEK developers to take full advantage of the campusM live tile methods, delivering more at-a-glance information to engage their users.

Benefits

- ✓ AEK developers can write highly engaging live tiles, surfacing information right in the homepage
- ✓ Institution can present more information at-a-glance to their users for their custom-created tiles and services

Research & Development Areas

Activity Feed



Smart Tags



Attendance
Next Gen



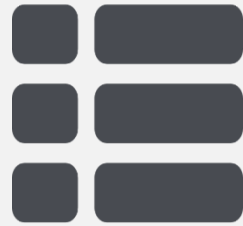
Engagement Engine



Classroom Polls
Surveys

Research & Development Areas

Activity Feed



Smart Tags



Engagement



Attendance



Surveys

