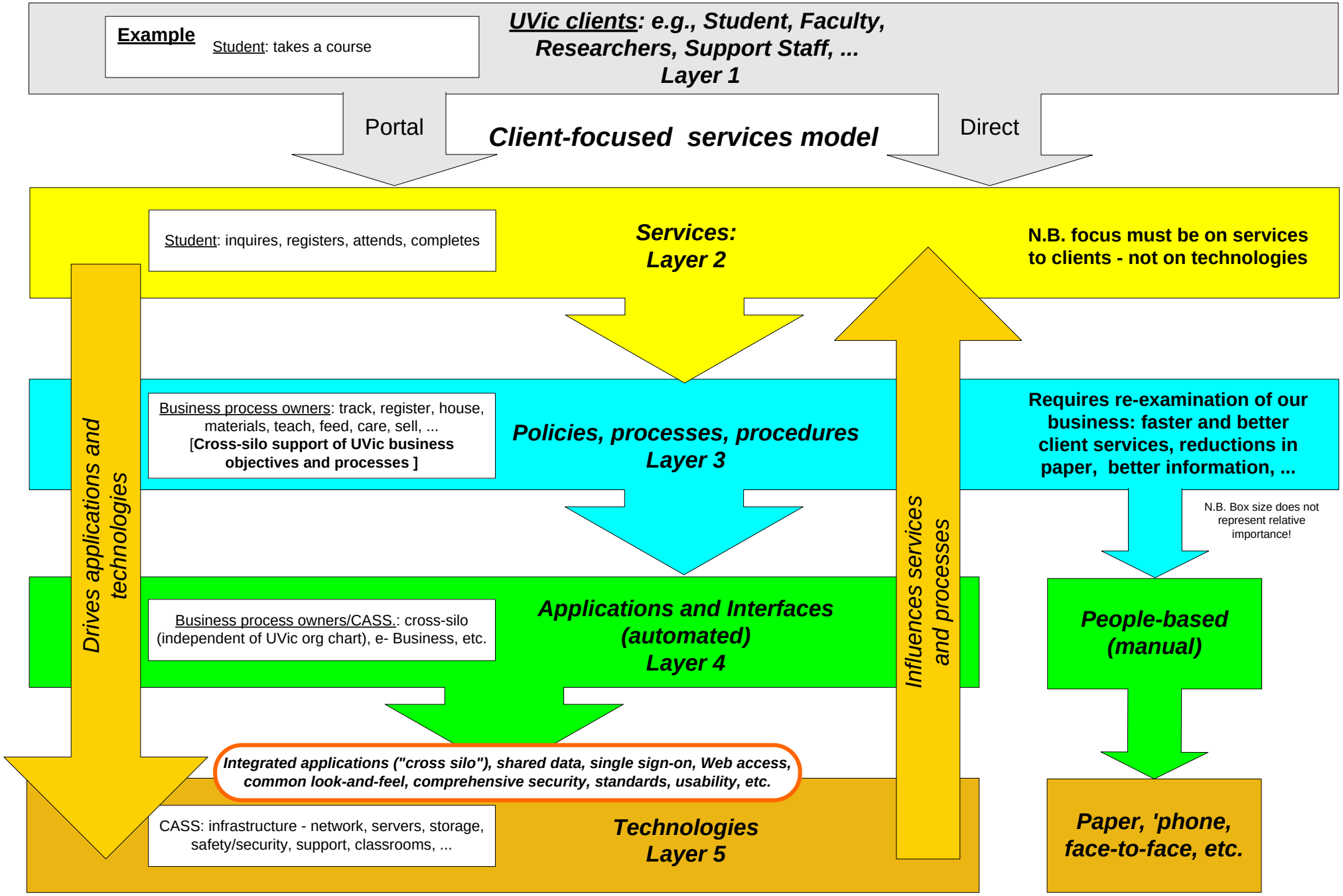
Example
Student: takes a course
UVic clients: e.g., Student, Faculty, Researchers, Support Staff, ...
Layer 1
Portal
Client-focused services model
Direct
Student: inquires, registers, attends, completes
Services:
Layer 2
N.B. focus must be on services to clients - not on technologies
Drives applications and technologies
Business process owners: track, register, house, materials, teach, feed, care, sell, ...
[Cross-silo support of UVic business objectives and processes]
Policies, processes, procedures
Layer 3
Requires re-examination of our business: faster and better client services, reductions in paper, better information, ...
N.B. Box size does not represent relative importance!
Influences services and processes
Business process owners/CASS.: cross-silo (independent of UVic org chart), e- Business, etc.
Applications and Interfaces (automated)
Layer 4
People-based (manual)
Integrated applications ("cross silo"), shared data, single sign-on, Web access, common look-and-feel, comprehensive security, standards, usability, etc.
CASS: infrastructure - network, servers, storage, safety/security, support, classrooms, ...
Technologies
Layer 5
Paper, 'phone, face-to-face, etc.