

Small is the Next Big Thing: Supporting an Institutional Mobile Strategy

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Mobile: the revolution everybody's beginning to notice



Saskatchewan's Lieutenant-Governor
delivers the 2010 Throne Speech from his iPad

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We need a strategy!

- Growing demand from both users and service providers
- Organic ad hoc development doesn't scale
- Enable local initiative within an institutionally supported framework
- Provide institutional support

Mobile Strategy Document:

5 Things You Need to Know About Mobile Service Delivery

“My goal is to position the University of Saskatchewan as a leader in delivering institutional services to hand-held devices.”

www.usask.ca/avp-ict/reports/5ThingsMobileDocumentPrint.pdf



What we needed to do

- Create a service unit
- Build blackberry and android versions
- Select a development platform
- Develop standards and guidelines for application development
- Enhance connectivity on campus
- Develop an action plan



ITS Mobile Action Plan

- Scope?

Mobile Action Plan: Initiatives

1. Expand campus-wide wireless connectivity
2. Increase ITS support for mobile devices
3. Provide and support institutional platform(s) for mobile application development and delivery
4. Deliver mobile applications for teaching, learning, research or administration on the institutional mobile platform(s)
5. Develop a mobile-friendly web presence

<http://www.usask.ca/its> (link to ITS Plans and Reports)

Campus-wide Wireless Connectivity

- WiFi
 - 1000 new access points being installed
 - WiFi connectivity to be included in all new construction
- Cellular
 - Helped facilitate improved cellular coverage on campus
- University access to Internet improved -- partially to accommodate more user devices on wireless network

Increase ITS Support for Mobile Devices

- Setup guides published for e-mail and WiFi
 - i-devices
 - Blackberry
 - Android
- ITS support levels for mobile device users under development (expected completion June 15, 2011)

Mobile Support – who needs it IT?

- Many don't consider mobile devices and apps as IT
 - My personal device
 - My apps
 - Now
 - Free
- Consumerization of IT

Institutional Platform(s) for Mobile Service Development and Delivery

- Sungard Mobile Connection (Rhomobile) selected for cross-platform application development
- Several mobile app delivery options supported
 - Continued evolution of iUsask for institutional apps (mobile portal)
 - Mobile friendly websites
 - Commercially available apps (e.g., Blackboard, Mathematica)
 - College/unit-specific apps
- Service group designated for iUsask, Sungard Mobile Connection and the mobile app stores

Deliver and Support Additional Mobile Services

- New iUsask version will provide additional services *and* will be available on iPhone, Blackberry and Android (summer 2011)



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Campus Services Available Through iUsask

- | | |
|-----------------------------------|-------------------------------|
| Announcements | Webcams |
| Bulletins | Sustainability |
| Classifieds | Huskies News |
| Lab Seat Availability | Research News |
| Grades | Student Society News |
| Class Schedule | Alumni News |
| Final Exams | Campus Rec News |
| Library | The Sheaf (student newspaper) |
| Finding People (Campus Directory) | University Learning Centre |
| Campus Maps | And more ... |

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Deliver and Support Additional Mobile Services (continued)

- Mobile access to university learning tools will be deployed in summer 2011
- Toolset and approaches for developing mobile-friendly web presence for the U of S still to be developed

So What?

- Proactive approach to addressing emerging university needs
- Engaged the broad university community
- IT is recognized for leadership and innovation
- Helped advance some central IT services
- Campus standardization on Rhomobile development platform

Challenges

- Keeping up – devices, apps and development tools?
- Mobile web sites?
- Which tasks are important to make mobile?
- Making mobile app development mainstream?
- Is mobility IT, business or marketing?
- Metrics for demonstrating value?
- Security?
- Policy?

Going Forward

- Mobile is different

“mobile will not be just a way to do old things while moving.” (*Howard Rheingold*)

“our expanding notions of portability are intersecting with, influencing, and advancing many of our current ideas on teaching, on e-books, on iPads, on websites, on mobile devices, and even on change itself.” (*Diana Oblinger*)



