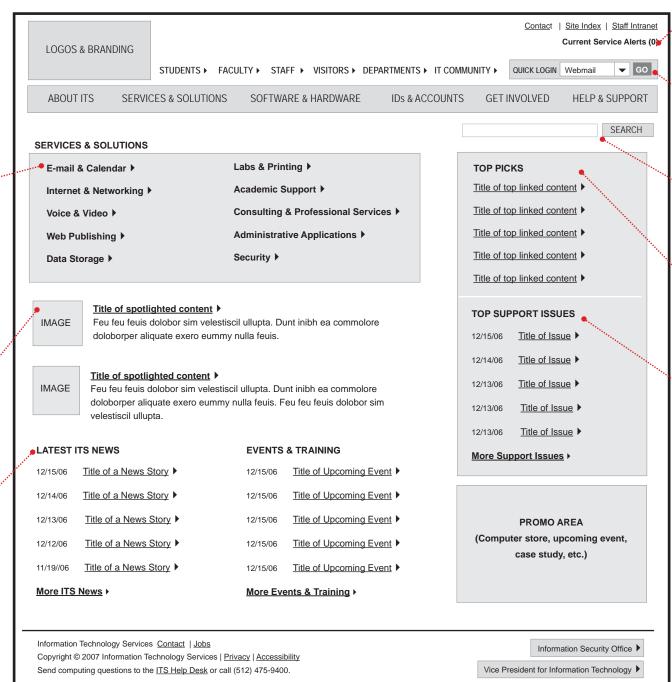
1.0.0 ITS Home

Direct links to service line categories need to be given highest priority on the home page users are coming to the site primarily to get information or help with services. (Focus Groups)

There is a need to draw special attention to new or timely content that otherwise may be buried a few levels down on the site. A versatile spotlights section may include links to any type of content, including projects, services, events, news, etc. (Content Analysis)

Customers are coming to the site primarily to solve problems, and news should be of secondary priority. (Focus Groups and Advisory Group)



∴ Current Services Status information should be easy for customers to find. (Advisory Group & Focus Groups)

Users have a difficult time finding links to log in to services and want to be able to find these links quickly. (Focus Groups & Search Engine reports)

There should be a search box on every page. Search also needs to retrieve better results. (Focus Groups, Comparative Analysis, Advisory Group)

A versatile "Top Picks" section can provide links to important content distributed across the site. (Comparative Analysis, Conent Analysis)

Quick links to top support issues can help site visitors solve problems quickly. (Comparative Analysis)

2.0.0 About ITS

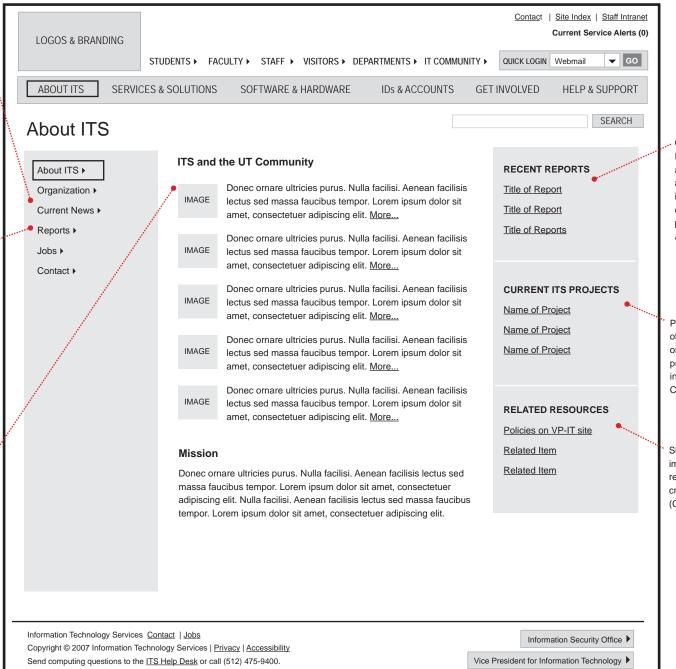
The Departments section should be removed from the top-level navigation and located here in the "About ITS" section.

The departments section contains information about ITS departments and is not a primary way to navigate to ITS services.

(Focus Groups, Comparative Analysis, Content Analysis)

In order to shift the site to a more interactive approach to communicating with our community, the global "News" section should be replaced by a new section that enables 2-way communication between ITS and its customers and partners. More formal News stories relating to the organization should be located in the "About ITS" section and will also appear on the home page. (Comparative Analysis, Content Analysis)

The campus community is not aware of the many important things ITS does to support the UT Community. This section will allow us to provide a broad picture of ITS, as well as highlight some of important services and activities that may be invisible to many of our customers. (Advisory Committee)



Customers need to know how ITS is doing. In addition to the annual report and survey results, all reports on services will live in the "About ITS" section, with cross-links from the services pages. (Advisory Group, Content Analysis)

Projects are an important piece of defining who are are as an organization, and should be pulled in as related content in this section. (Advisory Committee)

Since policies and other important information may reside on the VP-IT site, cross-links should be provided. (Content Analysis)

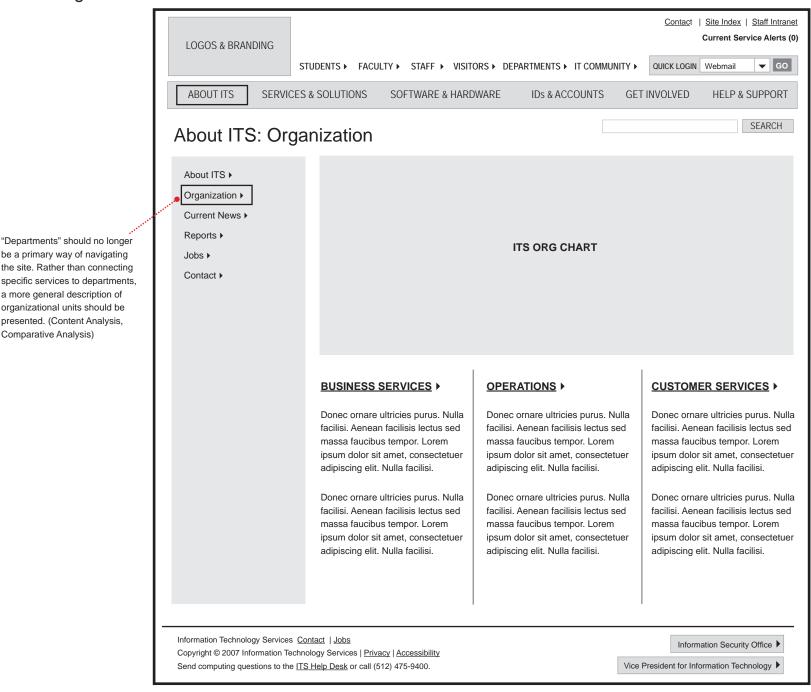
2.1.0 Organization

"Departments" should no longer

be a primary way of navigating

the site. Rather than connecting

a more general description of organizational units should be presented. (Content Analysis, Comparative Analysis)



3.0.0 Services & Solutions

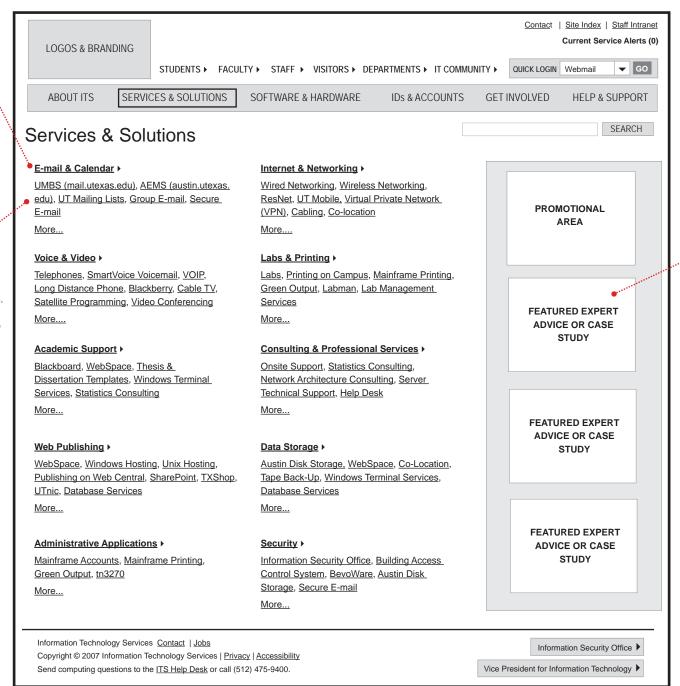
Service lines and labels for the groups should be those determined by user input (Card Sort, Focus Groups)

Services should be grouped by · · tasks and topical relationships.

(Focus Groups, Card Sorts)

ITS customers often use other names to identify our services (e.g. "Webmail" instead of UMBS). Special care must be taken to label our services so that they are identifiable to customers. (Focus Groups, Card Sorts)

A service may appear in multiple categories. (Card Sort, Focus Groups)



Case studies demonstrate the

"solutions" that ITS is able to

provide to its customers.

3.1.0 Service Line

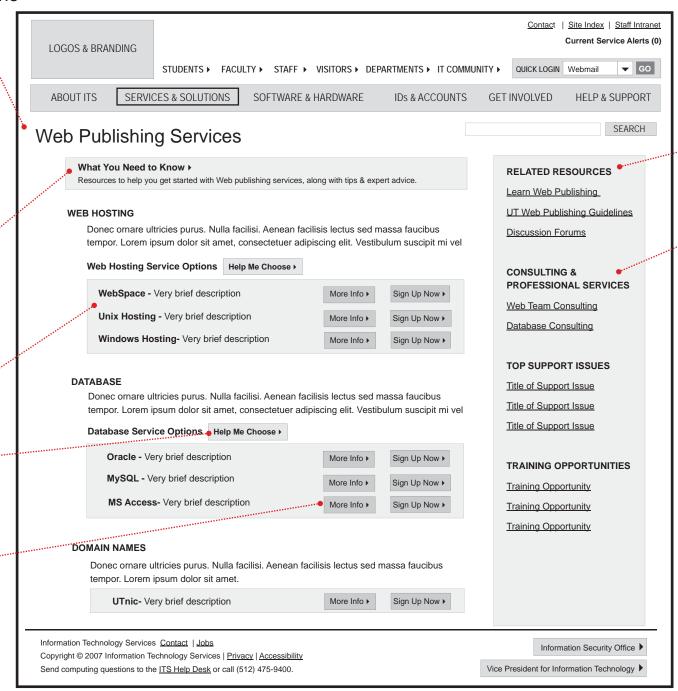
The Service Line page should show relationships among services in a "scan-able" way. This can be accomplished by grouping services within task-oriented sub-categories and visually connecting services which are variations of the same general service type. (Content Analysis, Focus Groups, Comparative Analysis)

Some customers may need additional information about this topic before they are able to select services. A prominent link to a "What You Need to Know" page (3.1.1) should be provided prominently at the top of this page. (Advisory Committee)

It should be easy for customers to see "at-a-glance" the different varieties of a service type that are available. (Content Analysis)

A more in-depth comparison of service options should be available in order to assist customers in deciding on the option that is right for them. (Comparative Analysis)

A link for "More Info" should take users directly to the service sub-site. The page also needs to make it as easy as possible for customers to sign up for services. (Comparative Analysis, Card Sorts, Focus Groups)



Related resources such as informational sites or projects should be promoted on each service line page. (Comparative Analysis, Content Analysis)

 Related consulting services should be promoted on each service line page. (Comparative Analysis, Content Analysis)

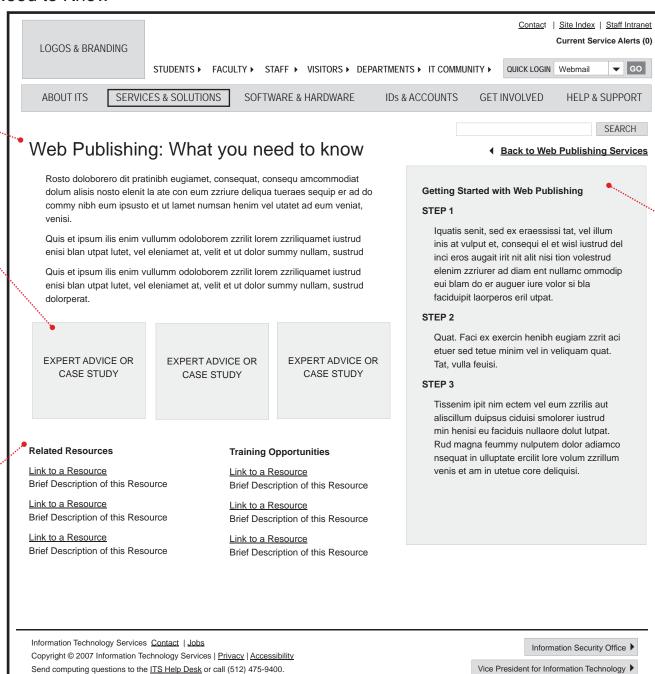
3.1.1 What You Need to Know

ABOUT ITS This page should provide information to aid customers in understanding our services within the larger context of information

Expert Advice and Case Studies will help more knowledgable and experienced users discover how to get more value from ITS Services.

technology.

This page is the primary location for Educational and Training resources related to this topic. The links will also appear as "Related Links" on all the Service pages that are part of this Service Line.



A simple step-by-step explanation can help customers who are new to this domain select services they need.

The purpose of the Service Comparison page is to provide

comparing service options.

Analysis)

detailed information to a customer

(Content Analysis, Comparative

Information about the "Features"

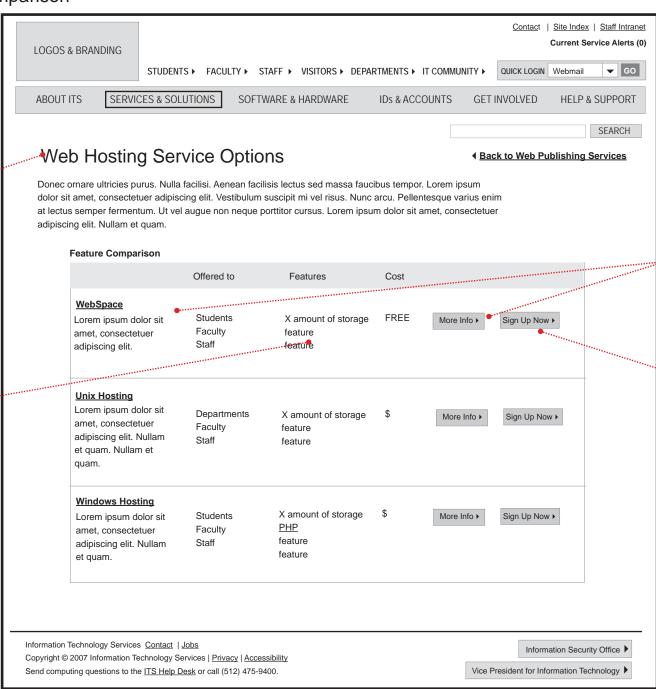
of a service should be presented

separately from the service sub-

site. (Content Analysis)

NOTE: These wireframes do not represent visual design or layout, but are planning documents to identify navigation, content areas/types, and features that must be present on each page.

3.1.2 Service Comparison



"More Info" links take users

the service can be found.

directly to the service sub-site, where in-depth information about

Customers can easily sign up

information to make a decision.

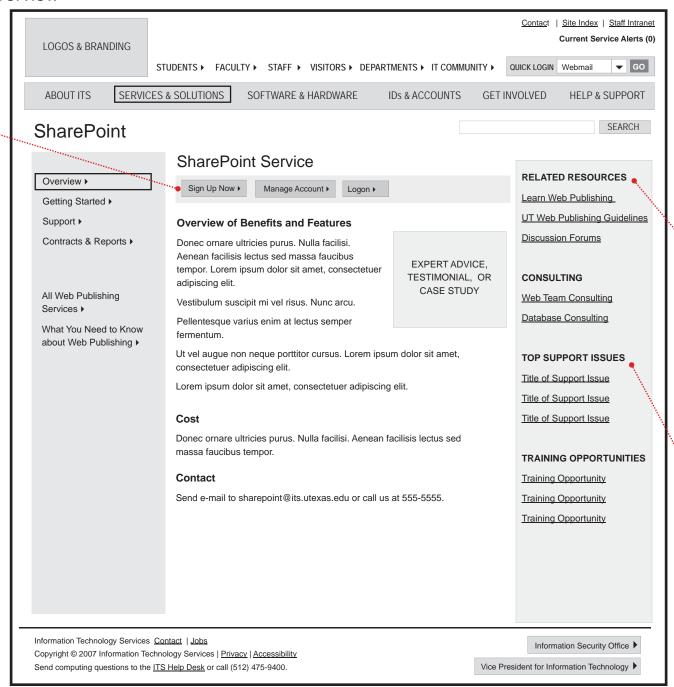
(Comparative Analysis, Card

Sorts, Focus Groups)

for service if this is enough

3.3.0 Service Overview

One-click links to log on to the service (if available), sign up and manage accounts should be placed prominantly on the Service Overview page. This supports the "shopping cart" model that Web users are familiar with. (Focus Groups, Content Analysis, Comparative Analsyis)



Related links provide gateways to other services and resources that may be of interest. These related links will be selected based on which service line(s) the service is part of. (Focus Groups, Advisory Group)

Eventually all support issues will be stored in a knowledgebase, and these links will provide a quick way to access relevent issues. (Comparative Analysis) This page provides support

individual service. Eventually,

the content on this page would

be incorporated into the Help &

(Comparative Analysis) Here, it

is shown in the Services section

based on the current structure of

the content (Content Analysis)

Further research and testing is required. Regardless of where

the page finally "lives", it will be cross-linked from each section

It is very important to inform site visitors how to obtain more.

information by contacting ITS staff. (Focus Groups)

of the site.

information focused on an

NOTE: These wireframes do not represent visual design or layout, but are planning documents to identify navigation, content areas/types, and features that must be present on each page.

3.3.3 Support for a Single Service

Contact | Site Index | Staff Intranet Current Service Alerts (0) **LOGOS & BRANDING** ▼ GO STUDENTS ▶ FACULTY ▶ STAFF ▶ VISITORS ▶ DEPARTMENTS ▶ IT COMMUNITY ▶ QUICK LOGIN Webmail **ABOUT ITS** SERVICES & SOLUTIONS SOFTWARE & HARDWARE IDs & ACCOUNTS **GET INVOLVED HELP & SUPPORT** SEARCH SharePoint Support SharePoint Service **RELATED RESOURCES** Overview > Sign Up Now ▶ Manage Account ▶ Logon ▶ Learn Web Publishing Getting Started ▶ UT Web Publishing Guidelines Support ▶ **Troubleshooting** Discussion Forums Contracts & Reports ▶ Vestibulum suscipit mi vel risus. Nunc arcu. Support section of the site as part of a Knowledge Base application. Pellentesque varius enim at lectus semper fermentum. CONSULTING Ut vel augue non neque porttitor cursus. All Web Publishing Web Team Consulting Services ▶ Pellentesque varius enim at lectus semper fermentum. **Database Consulting** Ut vel augue non neque porttitor cursus. Vestibulum suscipit mi vel risus. Nunc arcu. TOP SUPPORT ISSUES Title of Support Issue **Need More Help?** Title of Support Issue Send E-mail to: sharepoint@austin.utexas.edu Title of Support Issue Contact the ITS Help Desk TRAINING OPPORTUNITIES **Training Opportunity Training Opportunity Training Opportunity** Information Technology Services Contact | Jobs Information Security Office Copyright © 2007 Information Technology Services | Privacy | Accessibility Vice President for Information Technology ▶ Send computing questions to the ITS Help Desk or call (512) 475-9400.

The navigation for consulting

service sub-sites needs to be

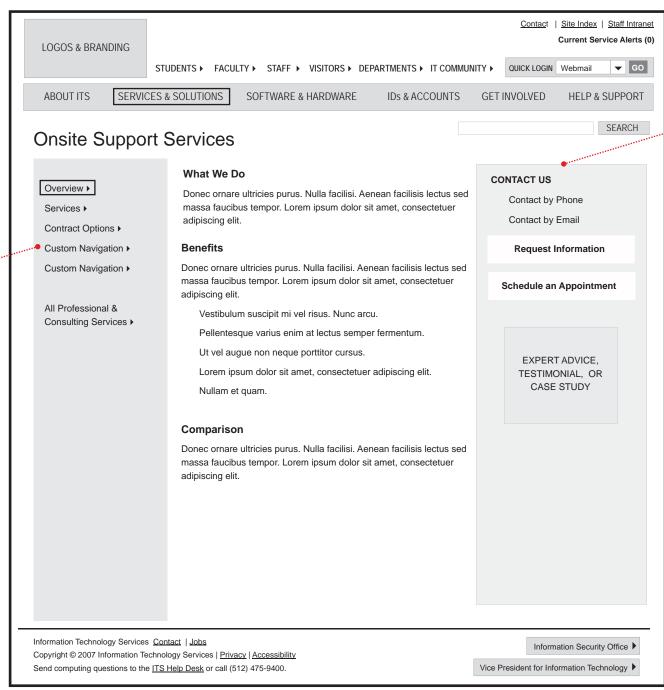
flexible to allow for different

type of services. (Content

Analysis)

NOTE: These wireframes do not represent visual design or layout, but are planning documents to identify navigation, content areas/types, and features that must be present on each page.

3.4.0 Consulting Service Overview

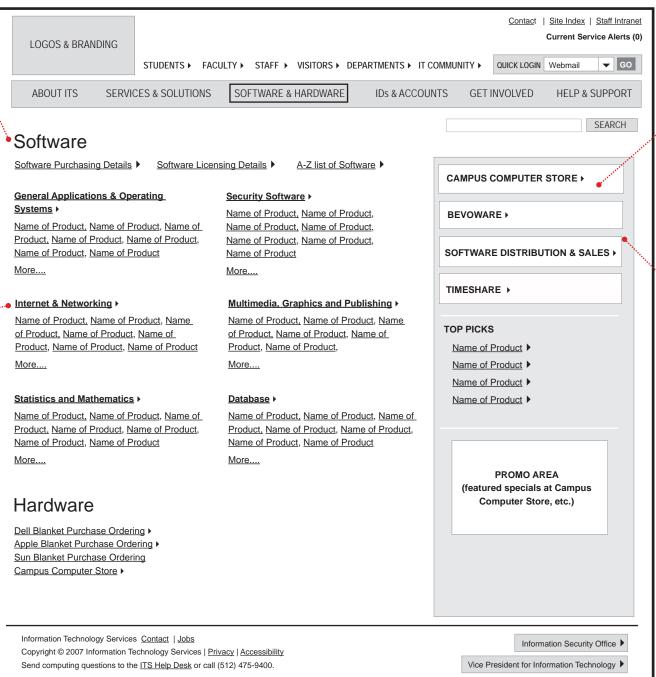


Contact or details on how to get more information about these services should be prominantly displayed. (Advisory Groups, Comparative Analysis)

4.0.0 Software & Hardware

ITS customers expect to find a "Store" or place to go in order to buy or download software. This page will merge the information in the Software Distribution & Sales area of the ITS site (http://www.utexas.edu/its/sds/products/) with all other content regarding the acquisition of hardware and software. (Focus Groups, Comparative Analysis, Content Analysis)

Available products will be grouped in categories that are still TBD. (Comparative Analysis, Content Analysis)



Server search logs show that site visitors have a difficult time locating the Campus Computer Store, so a prominant link should be featured on this page.

Customers need to be able to view all products from all providers and also view products from a single provider. (Advisory Committee)

4.1.1 Product Detail

Contact | Site Index | Staff Intranet Current Service Alerts (0) **LOGOS & BRANDING** ▼ GO STUDENTS ▶ FACULTY ▶ STAFF ▶ VISITORS ▶ DEPARTMENTS ▶ IT COMMUNITY ▶ QUICK LOGIN Webmail **ABOUT ITS SERVICES & SOLUTIONS** SOFTWARE & HARDWARE IDs & ACCOUNTS **GET INVOLVED HELP & SUPPORT** SEARCH Apple Macintosh Operating System Product pages need to provide full disclosure on details of licensing agreements. (Advisory Overview > PRODUCT OVERVIEW Group, Content Analysis) Purchasing Options > Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor. Lorem ipsum dolor sit amet, consectetuer adipiscing elit. Licensing Details ▶ **IMAGE** Vestibulum suscipit mi vel risus. Nunc arcu. Pellentesque varius enim at lectus Help ▶ semper fermentum. Pellentesque varius enim at lectus semper fermentum. Pellentesque varius enim at lectus semper fermentum. All General Applications & **FEATURES** Operating Systems > Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor. Lorem ipsum dolor sit amet, consectetuer adipiscing elit. Vestibulum suscipit mi vel risus. Nunc arcu. Pellentesque varius enim at lectus semper fermentum. Pellentesque varius enim at lectus semper fermentum. A single product may be available from ITS through multiple purchase options. It **PURCHASE OPTIONS** is important for us to clearly Contract Period Cost Offered to communicate the different Apple Maintenance Program Faculty \$19.67/ year options to customers and help 3 years Purchase Now ▶ them select the best option for Details about this purchase option. Staff License Details > their needs. (Advisory Group, Content Analysis) Campus Computer Store Purchase Now ▶ (individual) License Details ▶ Details about this purchase option. Campus Computer Store Purchase Now ▶ (volume licensing) License Details ▶ Details about this purchase option. Information Technology Services Contact | Jobs Information Security Office > Copyright © 2007 Information Technology Services | Privacy | Accessibility Vice President for Information Technology ▶ Send computing questions to the ITS Help Desk or call (512) 475-9400.

5.0.0 IDs & Accounts

ITS customers want a single place to obtain and manage any

type of account offered by ITS. (Focus Groups, Card Sorts)

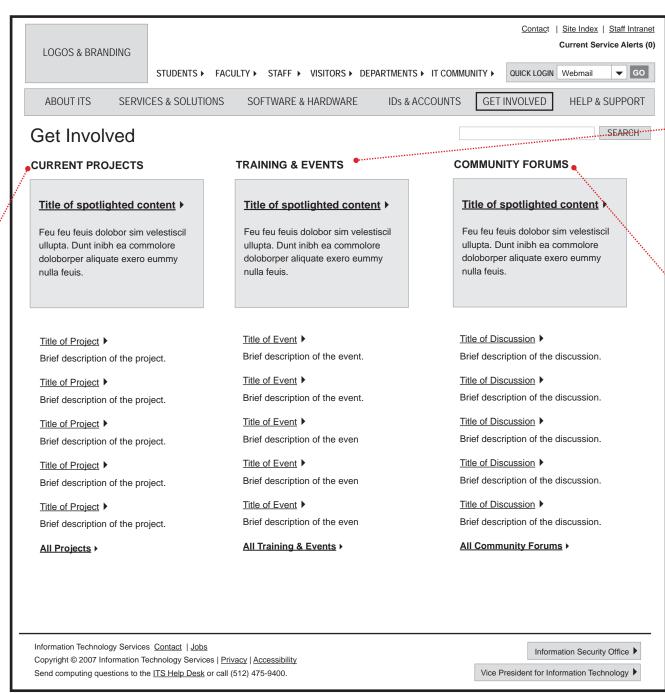
Contact | Site Index | Staff Intranet Current Service Alerts (0) **LOGOS & BRANDING ▼** GO STUDENTS ▶ FACULTY ▶ STAFF ▶ VISITORS ▶ DEPARTMENTS ▶ IT COMMUNITY ▶ QUICK LOGIN Webmail **ABOUT ITS SERVICES & SOLUTIONS** SOFTWARE & HARDWARE IDs & ACCOUNTS **GET INVOLVED HELP & SUPPORT** SEARCH IDs and Accounts Identification **UT EID (ELECTRONIC ID) UT PHOTO ID PROXIMITY CARDS** Donec ornare ultricies purus. Nulla Donec ornare ultricies purus. Nulla Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed facilisi. Aenean facilisis lectus sed facilisi. Aenean facilisis lectus sed massa faucibus tempor. massa faucibus tempor. massa faucibus tempor. **EID Management Tools UT ID Center UT ID Center** Accounts E-MAIL & CALENDAR > ACCOUNT RESOURCES Manage ▶ Acceptable Use Policy > **UMBS-** Very brief description More Info ▶ Sign Up Now ▶ Description of this link **AEMS** - Very brief description More Info ▶ Manage ▶ Sign Up Now ▶ Paying for Services > Description of this link **VOICE & VIDEO >** Billing Glossary > Description of this link SmartVoice (Voicemail)- Very brief description More Info ▶ Sign Up Now ▶ Manage ▶ WEB PUBLISHING > WebSpace - Very brief description More Info ▶ Sign Up Now ▶ Manage ▶ Unix Hosting - Very brief description More Info ▶ Sign Up Now ▶ Manage ▶ Windows Hosting- Very brief description More Info ▶ Sign Up Now ▶ Manage ▶ Information Technology Services Contact | Jobs Information Security Office > Copyright © 2007 Information Technology Services | Privacy | Accessibility Vice President for Information Technology ▶ Send computing questions to the ITS Help Desk or call (512) 475-9400.

6.0.0 Get Involved

Customers have a strong need

to know about projects that impact them. (Focus Groups,

Advisory Group)



ITS needs to promote events that are related to services and projects. Upcoming events (SmartVoice training, for example) should be featured here as well as within the appropriate service pages. (Content Analysis, Comparative Analysis)

to get the larger IT community involved in projects. A discussion forum provides a place for experts from both inside and outside of ITS to share knowledge about current projects or other current topics. (Advisory Group, Comparative Analysis)

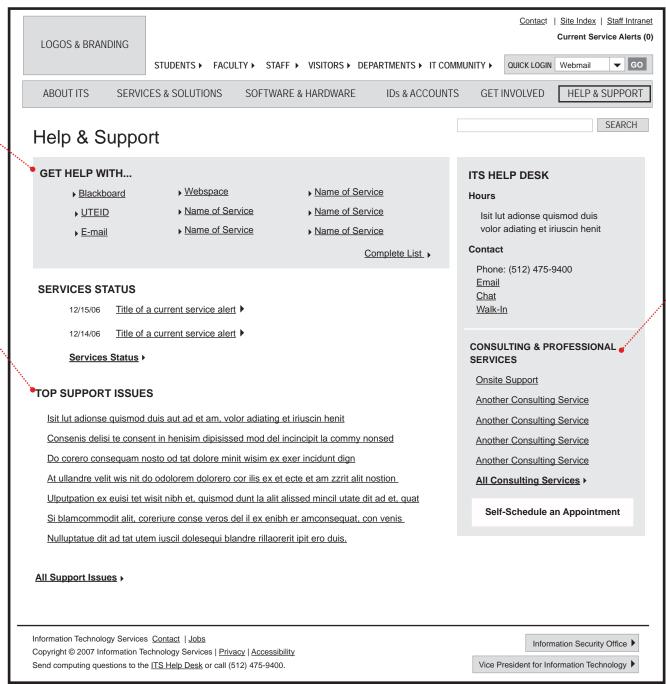
6.2.0 Project Overview

Contact | Site Index | Staff Intranet Current Service Alerts (0) **LOGOS & BRANDING** ▼ GO STUDENTS ▶ FACULTY ▶ STAFF ▶ VISITORS ▶ DEPARTMENTS ▶ IT COMMUNITY ▶ QUICK LOGIN Webmail **ABOUT ITS SERVICES & SOLUTIONS** SOFTWARE & HARDWARE IDs & ACCOUNTS **GET INVOLVED HELP & SUPPORT** SEARCH Windows Vista Project Project sub-sites require flexibility in content and navigation. (Content Analysis) RELATED RESOURCES **Project Overview** Overview > Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa Link to Vista Resource Project News > faucibus tempor. Lorem ipsum dolor sit amet, consectetuer adipiscing elit. External Link to Vista Lorem ipsum dolor sit amet, consectetuer adipiscing elit. Lorem ipsum dolor sit Discussion Forum > Resource amet, consectetuer adipiscing elit. Lorem ipsum dolor sit amet, consectetuer Project leaders strongly desire Custom Navigation Llnk > adipiscing elit. some way of pulling in content Get Involved ▶ TRAINING OPPORTUNITIES from SharePoint. At minimum, **Latest Project News** a link to a SharePoint site Project Team Login ▶ **Training Opportunity** Title of News Item could be present. (Advisory **Training Opportunity** posted on 1/18/07 by J. Smith Committee) Lorem ipsum dolor sit amet, consectetuer adipiscing elit. Lorem ipsum dolor sit All Projects ▶ Training Opportunity amet, consectetuer adipiscing elit. Lorem ipsum dolor sit amet, consectetuer Related projects, services, adipiscing elit. More... news and/or events should be linked from each project site. Comments (4) (Content Analysis) Title of News Item posted on 1/18/07 by J. Smith Project leaders need a way to easily and quickly publish the Lorem ipsum dolor sit amet, consectetuer adipiscing elit. Lorem ipsum dolor sit latest news about a project. amet, consectetuer adipiscing elit. Lorem ipsum dolor sit amet, consectetuer adipiscing elit. More... Here, project news is handled in a blog-like format. This Comments (4) would also allow external users Subscribe RSS > All Project News > to post comments, if the project team would like this kind of input. (Advisory Committee) **Latest Forum Posts** 1/18/07 Title of Discussion Forum Post Many ITS customers prefer to 1/18/07 Title of Discussion Forum Post get news through RSS feeds. (Focus Groups) 1/18/07 Title of Discussion Forum Post <u>Vista Discussion Forum</u> > Information Technology Services Contact | Jobs Information Security Office Copyright © 2007 Information Technology Services | Privacy | Accessibility Vice President for Information Technology ▶ Send computing questions to the ITS Help Desk or call (512) 475-9400.

7.0.0 Help & Support

Direct links to Support pages for the most popular services should be featured. (Comparative Analysis, Focus Groups)

A knowledge base should be used to manage and publish support issues. In the early implementation of the redesign, a small database may be used as an interim method of managing the most important support issues identified by ITS staff. (Comparative Analysis, Content Analysis)



Links to Consulting Services that may be associated with "Help and Support" should be cross-linked on this page for customers who select this page instead of Services & Solutions. (Card Sorts, Focus Groups, Advisory Group)

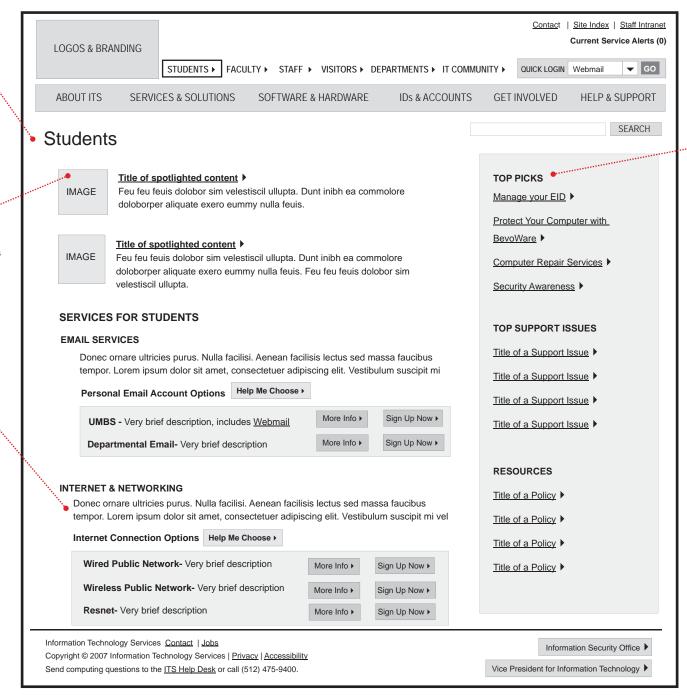
8.0.0 Students

The Services for Audiences page responds to the "Things I Use" model of categorization expressed by customers. (Card Sorts)

Audience-specific spotlights should highlight timely news, projects, or services of interest to a particular audience. (Focus Groups)

Since we are separating technical and non-technical audiences on this type of page, we have the ability use different terminology and explanatory language as appropriate.

(Advisory Group)



The Top Picks section on this page would be tailored for the specific audience being addressed.