



UNC
INFORMATION
TECHNOLOGY SERVICES

Sidewalks and Data Access

(Addressing a Universal University Conflict)

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Objective

- To provide a meaningful metaphor to describe the struggles involved in providing IT services at an Higher Ed environment.
- To describe how we plan to utilize our reporting tool, WebFOCUS, to address these struggles at UNC Chapel Hill.



- Sidewalks are everywhere at a University.
- Sidewalks provide a means for students, faculty, staff, and visitors to get from one place to another.
- Sidewalks have many attributes. They can be described as: wide, narrow, long, short, steep, flat, just to name a few.
- Sidewalks can also be made of many types of material such as: brick, flagstone, cobblestone, asphalt, concrete, or other materials.



- When there is not a sidewalk where people feel a sidewalk should be, they will make one.
- This new 'sidewalk' is actually called a 'path'.
- A path represents the ingenuity that is demonstrated by necessity and expedience.
 - Necessity - because it is felt that one needs to be there
 - Expedience - because the path-makers did not want to wait until a sidewalk could be built.



Sidewalk

- Allows for access to buildings
- Designed according to traffic requirement
- Needs to be easily accessed
- When there is not a sidewalk in place **a path will be made**

Reporting Solution

- Allows for access to data
- Designed according to traffic requirement
- Needs to be easily accessed
- When there is not a solution in place **a tool will be acquired**



Why Standardize?

To have an enterprise reporting tool is desirable because it:

- supports standardization
- facilitates integration
- is less expensive to license
- is less expensive to maintain
- provides a more secure environment
- allows us to build a knowledge base

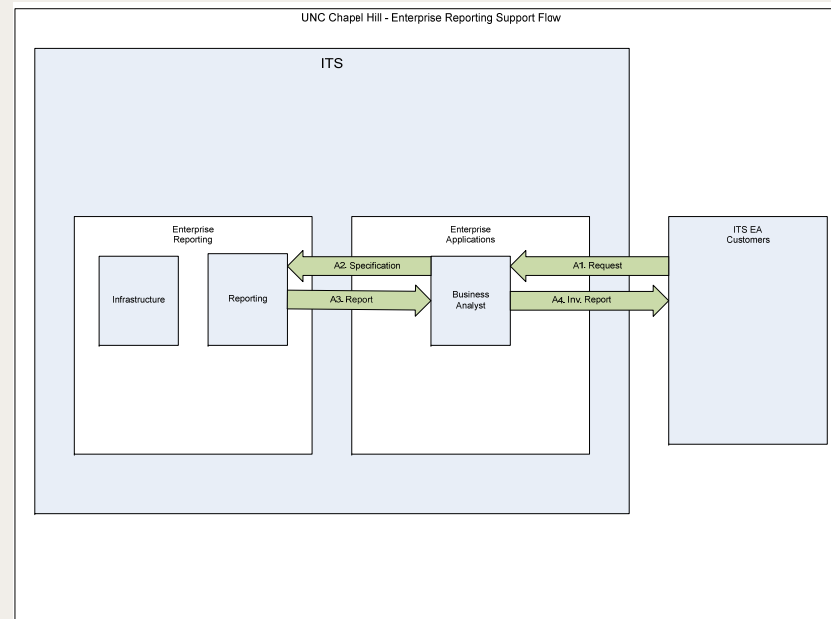


How is ER going to fix it?

- Establish an enterprise reporting standard - WebFOCUS
- Get enterprise licensing for the standard
- Provide templates for various types of scenarios (sidewalks)
- Offer training services
- Provide consulting services
- Support the product (remedy)
- Negotiate SLAs (Service Level Agreements)



ER Sidewalks





- Sidewalks and paths are an integral part of university culture.
- Academic independence is also an integral part of higher education culture.
- Enterprise Reporting respects that independent spirit.
- We want to provide such attractive and flexible report offerings (sidewalks) that no one feels that they need to cut their own path.



Thank you for your time and attention

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