BCNET

Shared IT Services for Higher Education & Research

Conference 2018

Portal Evolution at Thompson Rivers University

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THOMPSON RIVERS UNIVERSITY

Session Description

Learn how TRU leveraged technology already in place towards an innovative portal solution – the creation of mobile responsive enterprise portals designed to enhance the employee and student experience. These new portals are built on the SharePoint technology stack in conjunction with Ellucian Ethos Identity Services and enable easy access to Banner SSB 8/9, as well as other applications. Come gain some insight into our major decisions, challenges, wins, and lessons learned over the course of TRU's transition from Luminis 4 to this new portal solution.

Agenda

- TRU Facts and Figures
- Catalysts for Change & Other Influencers
- Evaluation of Possible Solutions
- Portal Solution Overview
- Ellucian Ethos Identity & TRU's Configuration
- Portals Interface Design

Territorial Acknowledgement

TRU's Kamloops campus is situated on the traditional lands of the Tk'emlúps te Secwépemc within Secwépemc'ulucw, the traditional territory of the Secwépemc people.

TRU Facts and Figures

Students headcount:

On Campus	13,443
Open Learning	13,471
Dual Enrolled	1,160
Unique Total	25,754

- Majority age group: 19-24
- Average age on campus: 25.0
- Average age in Open Learning: 30.4

https://www.tru.ca/about/facts.html

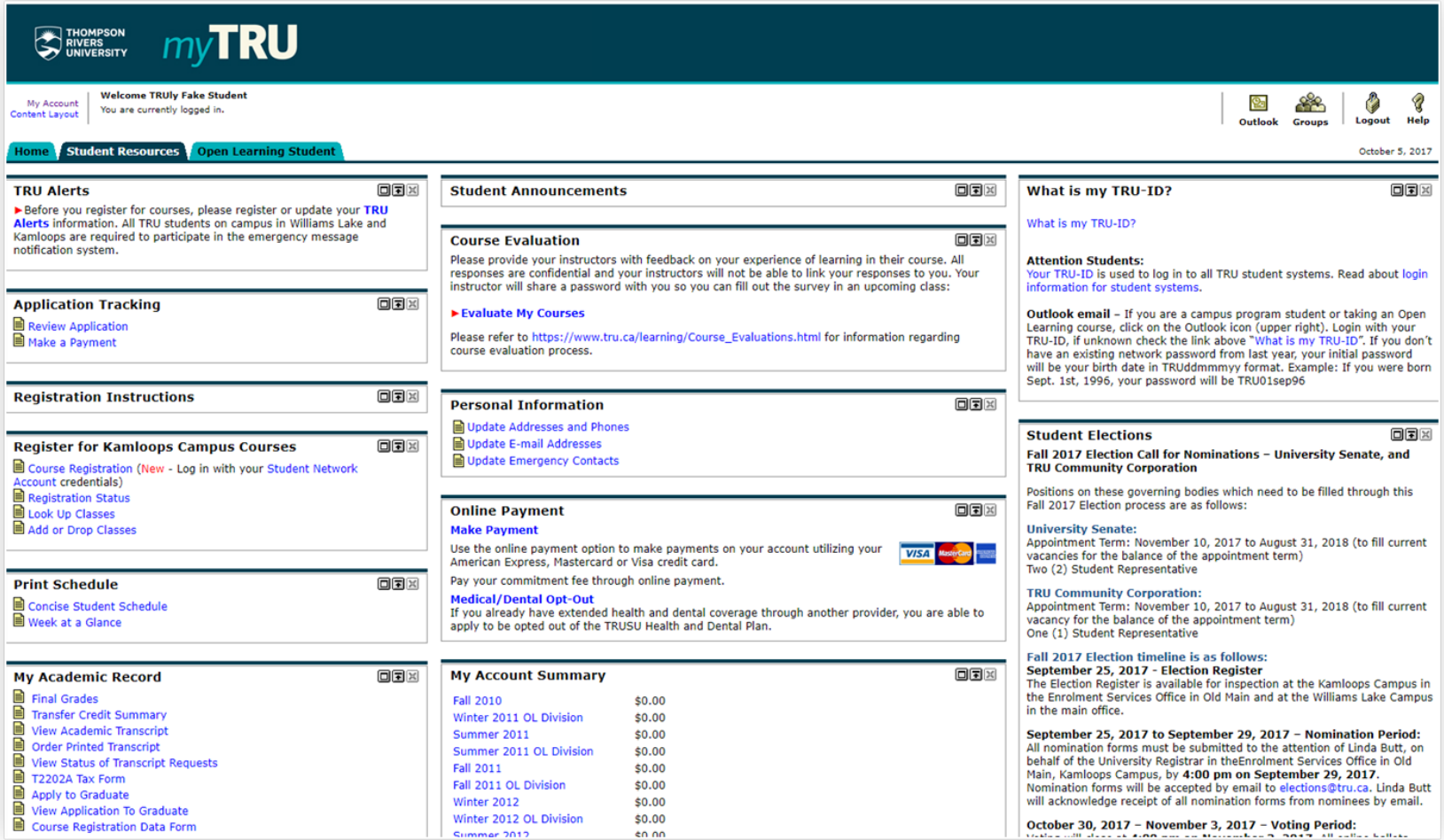
Faculty and staff:

- Total employees, including faculty, support staff and administration: 1,543

Catalysts for Change

- Deprecated software (Luminis 4 portal) no longer supported
- End of its life hardware
- Demand to improve user experience and minimize support and maintenance costs
- Drive to have one set of credentials for all systems
- Need for a mobile responsive design

Old myTRU Portal (Luminis 4) – Student Resources



Other Influencers

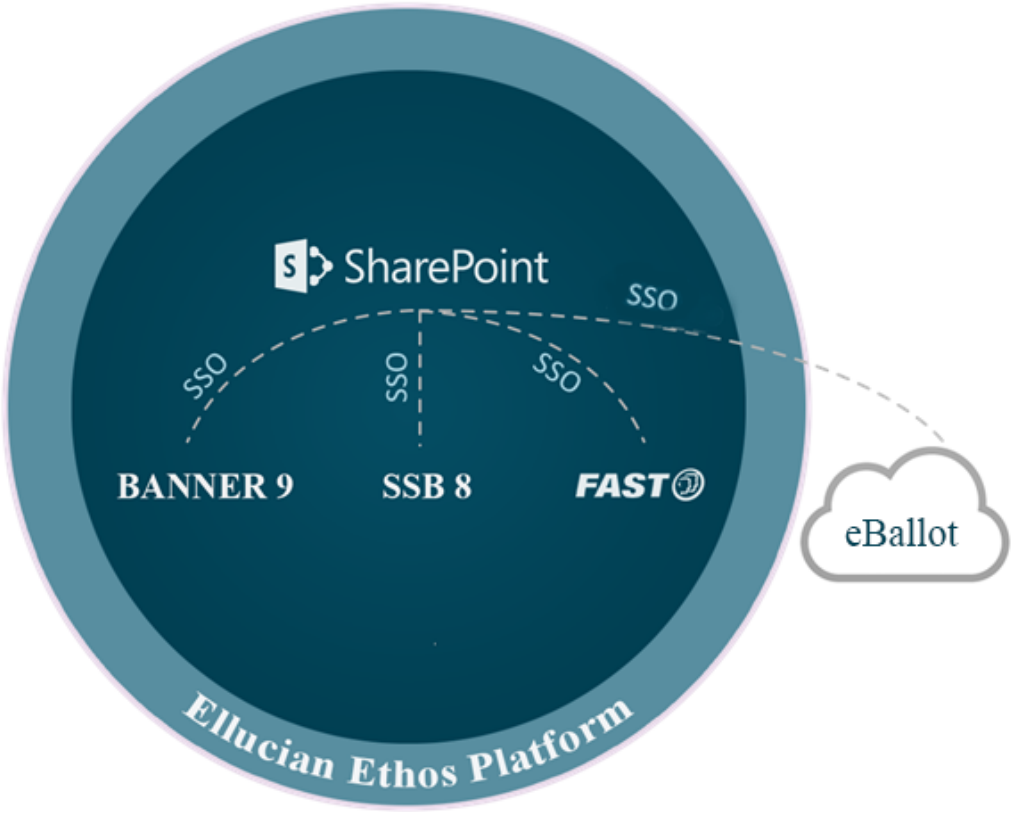
- Need for one-stop access point to online services for Students and Employees
- Ellucian is working trough a major re-wright of Banner using a staged approach
  - Users need to access both Banner 8 and Banner 9 at the same time
  - Our goal is to improve the flow and usability between SSB 8 & 9 systems

Evaluation of Possible Solutions

- Ellucian Portal (SharePoint-based)
  - Too costly to set up and maintain for the little value we get back
- Using SSB 9 as a portal
  - Not flexible enough for our needs
- No portal – access to the on-line services through the TRU website
  - It would make it harder for users to find online services
- Create our own portal
  - Leverage a number of systems already in place

Portal Solution Overview

- SharePoint
  - Created two new web applications for the portals using existing SharePoint installation
- Ellucian Ethos Identity Services
  - Set up SSO for the SharePoint Sites and other applications
  - SSO Protocols used: WS-Federation (Passive), CAS
- Applications
  - SSB 8
  - Student Registration SSB 9
  - Academic Profile SSB 9
  - Employee SSB 9
  - Faculty Grade Entry SSB 9
  - Student Advisor SSB 9
  - FAST reporting
  - eBallot voting



What is Ellucian Ethos Identity?

- Ellucian Ethos Identity is an enterprise middleware solution that is used for identity and access management
- It is based on the WSO2 Identity Server product, which Ellucian has enhanced to address specific needs of higher education sector, such as CAS protocol support
- Supports industry-standard protocols including CAS, SAML 2.0, WS-Federation, WS-Trust, OpenID Connect, and OAuth 2.0

What is Ellucian Ethos Identity? (continued)

- Facilitates single sign-on for applications that recognize the supported protocols
- Self-service password change and password reset, account locking on failed user attempts, and password validation policies
- Support for multiple user stores and multiple attribute stores
- Browser-accessible administrative console for configuration, policy management, and monitoring

TRU's Identity Management Process

- Banner is authoritative source for identities
- Extract/Import from Banner to AD containing users (login name, UDCID, user roles, etc.)
- Account provisioning and deprovisioning is triggered by events in Banner

TRU's Ethos Identity Configuration

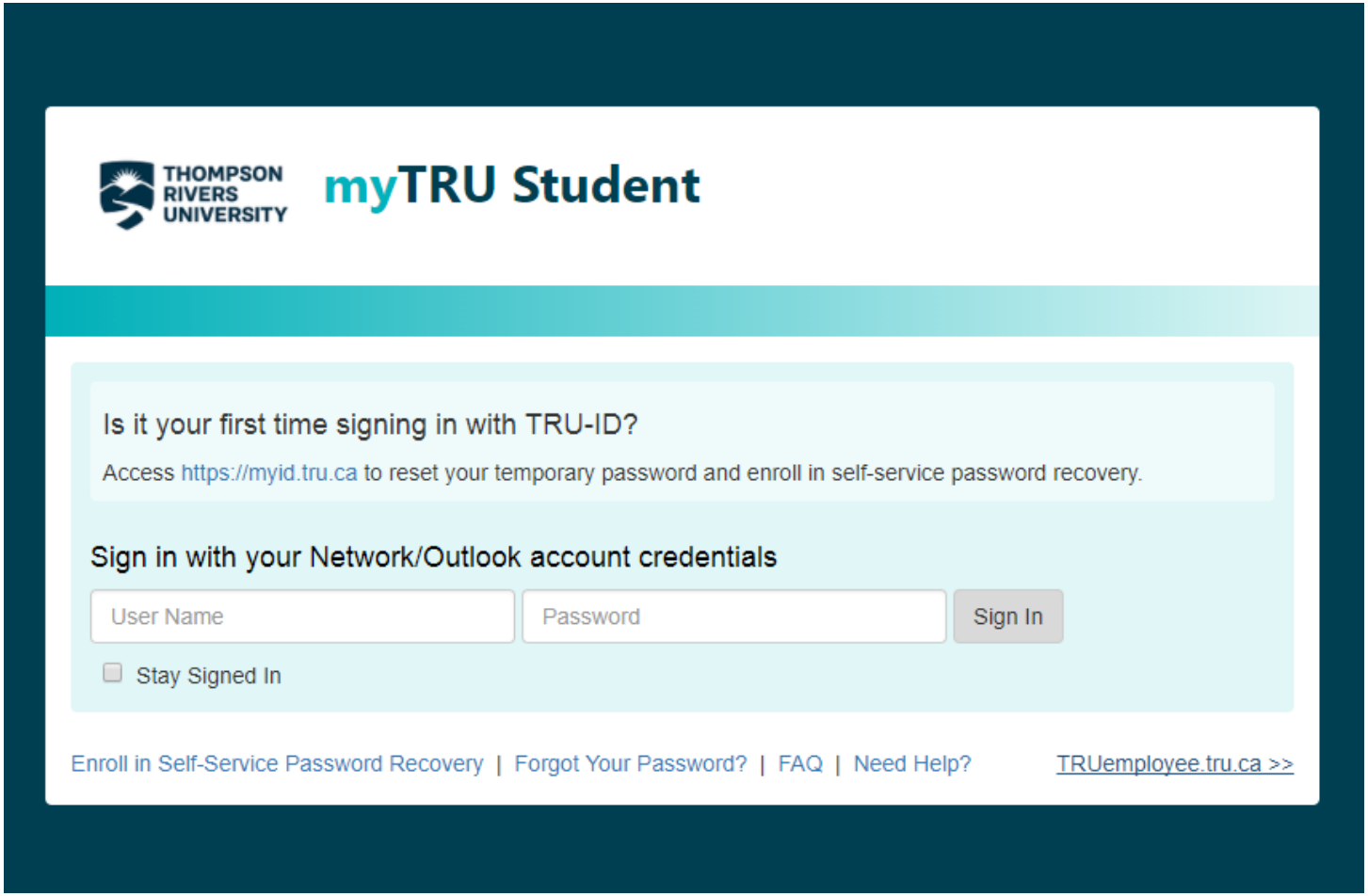
- Two user stores in read-only mode:
  - Faculty and Staff AD
  - Student AD
- To mitigate an issue of multiple identities (Employee /Student) within network/AD environment UDC ID generated by Banner imported into both Active Directories
  - Either set of AD account credentials can be used to get access to the same set of applications
- With the help of SSO Manager and Ethos Identity we were able to achieve seamless navigation between SSB 8 and Banner 9 applications

TRU's Share Point Configuration

- Created two new Web Applications with one Site Collection each
  - Student Portal
  - Employee Portal
- SharePoint Web Application authentication method
  - Set trusted identity provider to Ethos Identity Server
  - Set up trusted identity token issues
  - Set up WS-Federation (Passive) Configuration in Ethos

TRU's Share Point Configuration (continued)

- Seamless navigation between two portals for users with dual roles such as Student/Employee achieved through permission cross-over
  - Student-Employee group was created in Student AD and rights to this group were given to access Employee portal
  - Employee-Student group was created in Employee AD and rights to this group were given to access Student portal
- Mobile-responsive SharePoint theme (Brevis)
  - Placed Content Editor web parts on pages and utilized role-based security for showing/hiding content areas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myTRU Student
Is it your first time signing in with TRU-ID?
Access https://myid.tru.ca to reset your temporary password and enroll in self-service password recovery.
Sign in with your Network/Outlook account credentials
User Name
Password
Sign In
Stay Signed In
Enroll in Self-Service Password Recovery | Forgot Your Password? | FAQ | Need Help?
TRUemployee.tru.ca >>

Announcements

The Winter 2018 Final Exam Schedule is posted; exams take place April 16 - 28.

Please be advised that tuition tax receipts (T2202a) are now available. You can access your T2202a below under Financial. For more information about T2202a's, visit tru.ca/campus/money/tax

Log in

- Student email
- Moodle
- Blackboard Learn

Check your application status

Make a payment

On-campus course evaluations

Sign up for TRU Alerts

On-campus course registration

Update your contact information

Course Registration

Kamloops and Williams Lake students

How to register
Course planning and registration
Course timetable
Course evaluation

Open Learning Services

Register for courses
Current registrations
Assignment marks
Course extension request
Exam applications

» Visit the Open Learning website for all other forms and services

My Academic Record

Academic profile
Final grades
Transfer credit summary
Apply to graduate
Course registration data form

» More services

Awards & Financial Support

Apply for an award
Browse awards
Program cost calculator
Awards and funds received

» More services

Financial

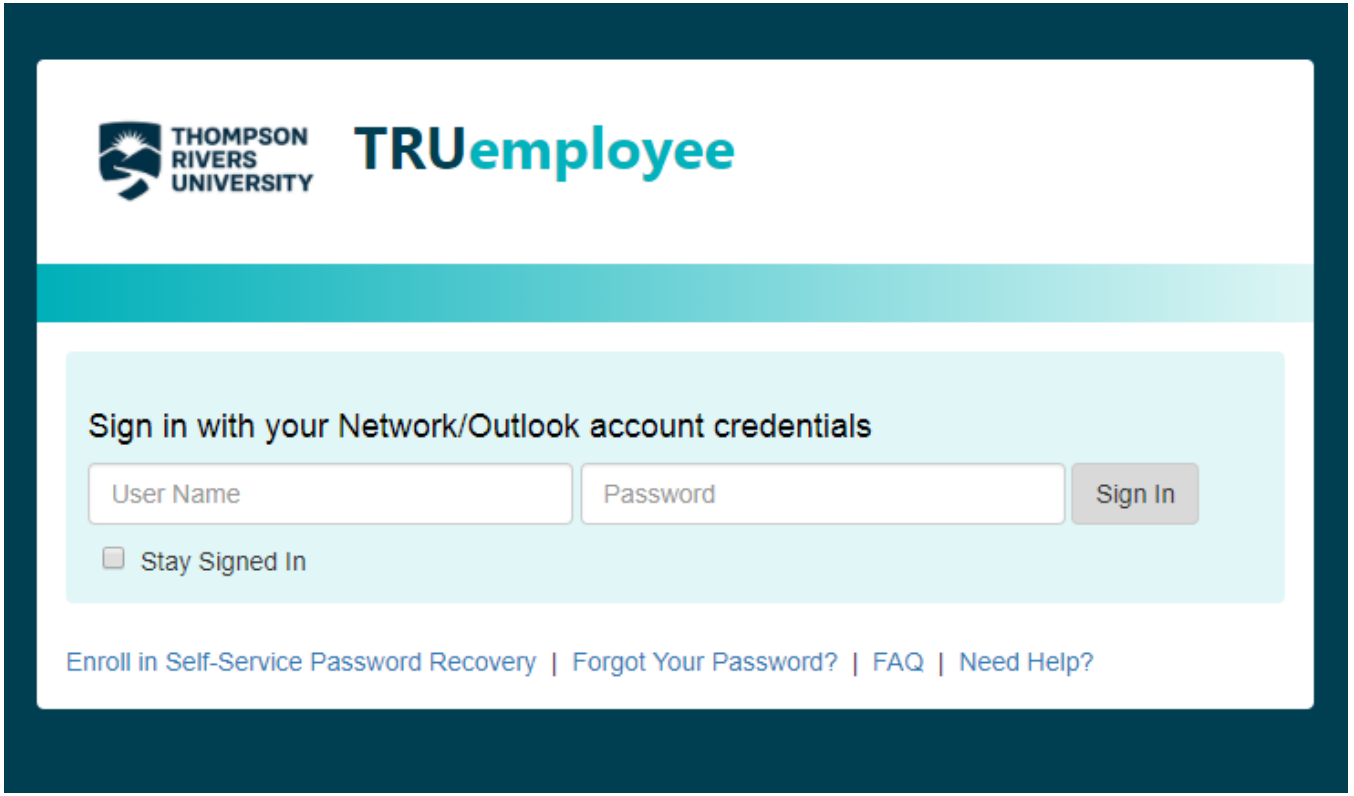
Make a payment
My account summary
Medical & dental opt-out
T2202A tax form
Request a refund

» More services

Academic Transcript

View your transcript
Order printed transcript
View status of transcript requests

» More services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TRUemployee
Sign in with your Network/Outlook account credentials
User Name
Password
Sign In
Stay Signed In
Enroll in Self-Service Password Recovery | Forgot Your Password? | FAQ | Need Help?

Employment Details

What is my TRU-ID?
Direct Deposit
Pay Stub
Income Tax Forms
Job Details
Leave Details (New! Banner 9)
Employee Profile (New! Banner 9)
Employee Directory

Personal Information

Update Addresses and Phones
Update E-mail Addresses
Update Emergency Contacts

Resources

Working Alone/ After Hours Reporting
TRU Outlook Email
FAST Suite
Visit OneTRU for all other staff resources

Time Reporting/Approval

Timesheet Entry
Timesheet Approval
Timesheet Approval as a Proxy
Update Approval Proxies

Payroll Schedule 2018
Payroll Bi-weekly Schedule 2018

Payroll Schedule 2017
Payroll Bi-weekly Schedule 2017

OL Faculty Pay Stub

Base and Assignment Pay - Pay Stub

OL Faculty

Open Learning Course List
Student Communication

Student Advisor

Student Advisor
Course Registration

TRU Alert System

Register or update your ***TRU Alerts*** information here www.tru.ca/alerts. Everyone on campus in Williams Lake and Kamloops are required to participate in the emergency message notification system.

Learning Systems

Moodle
Blackboard Learn

Campus Faculty

Summary Class List
Summary Wait List
Final Grade Entry (New! Banner 9 - Help)
Grade Changes

Week at a Glance
Office Hours
Active Assignments
Course Schedules

Academic Inventory
Faculty Guidelines

THOMPSON RIVERS UNIVERSITY

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Kamloops, BC V2C 0C8
Canada
1-250-828-5000
Contact Us

More Information

Contact IT Service Desk

Ask Us or Make a Comment

The Thompson Rivers University Responsible Use of Information Technology Facilities and Services policy prohibits password sharing.

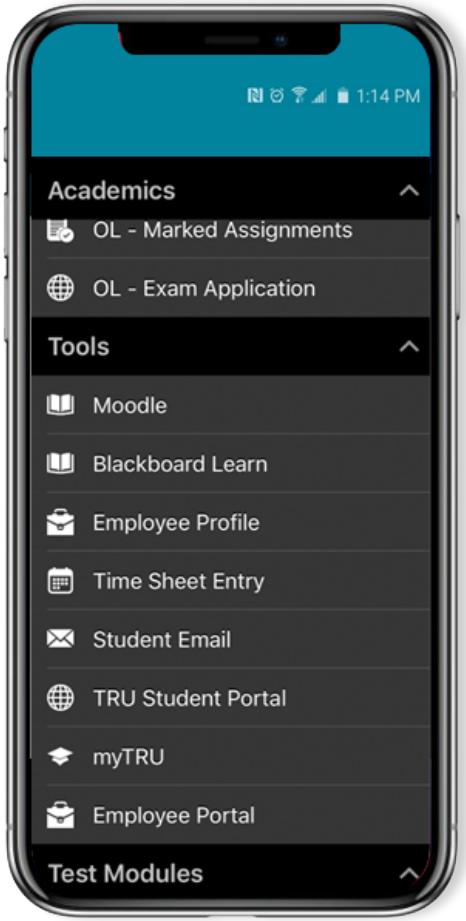
TRU Go

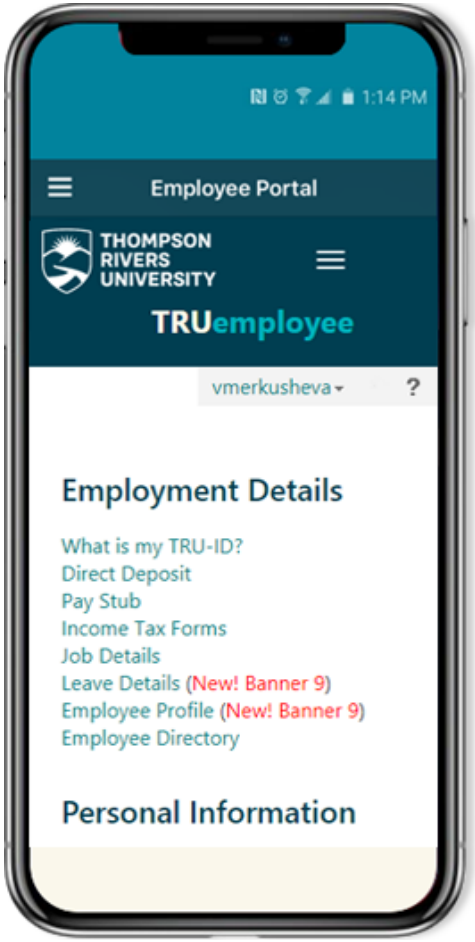
TRU's official mobile app for students, faculty, staff and community.

Download on the App Store | GET IT ON Google Play

Use your Network/Outlook Account Credentials to sign into the app.

Mobile Responsive





Questions & Discussion

Thank you!

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