

CASE STUDY



integral
delivering the complex

WORKING WITH GRIFFITH UNIVERSITY

Since opening its doors in 1975, Griffith University (GU) has become regarded as one of Australia's most innovative tertiary institutions and one of the most influential universities in the Asia-Pacific region.

Griffith was the very first university in Australia to offer degrees in Asian studies and Environmental studies to students and continues to pioneer in these fields. Griffith University has grown to be a large, multi-campus institution with internationally recognised strengths in teaching and research. Griffith now offers more than 300 degrees across five campuses, is home to more than 43,000 students from 131 countries and is Australia's ninth largest higher education provider.

THE CHALLENGE

Griffith University wanted to improve the Student Experience Program as part of the redevelopment of the Programs and Courses website and student enrolment process. It had been recognised that the current system did not provide a straight forward, easy to use experience for students and this was considered vital to attracting new students to the university.

Griffith University needed assistance to:

- understand the user requirements for the business systems that were being redeveloped in order to design and develop a suitable technical solution
- identify and provide direction on system architecture and technical integration to meet scalability, performance, security, maintainability and operability requirements
- model and document an enterprise web services framework that would support the development of business systems to meet the user requirements

- produce a time and resource plan and estimates for delivery of an appropriate technical solution for the enterprise web services framework
- facilitate the approval of the technical solution
- develop and implement the approved technical solution
- handover the implemented solution and associated artefacts.

THE SOLUTION

Integral worked with the project team on the Griffith Improving the Student Experience (ISEP) project to deliver the system and data integration components for the Griffith Online Programs and Courses and Online Enrolments applications.

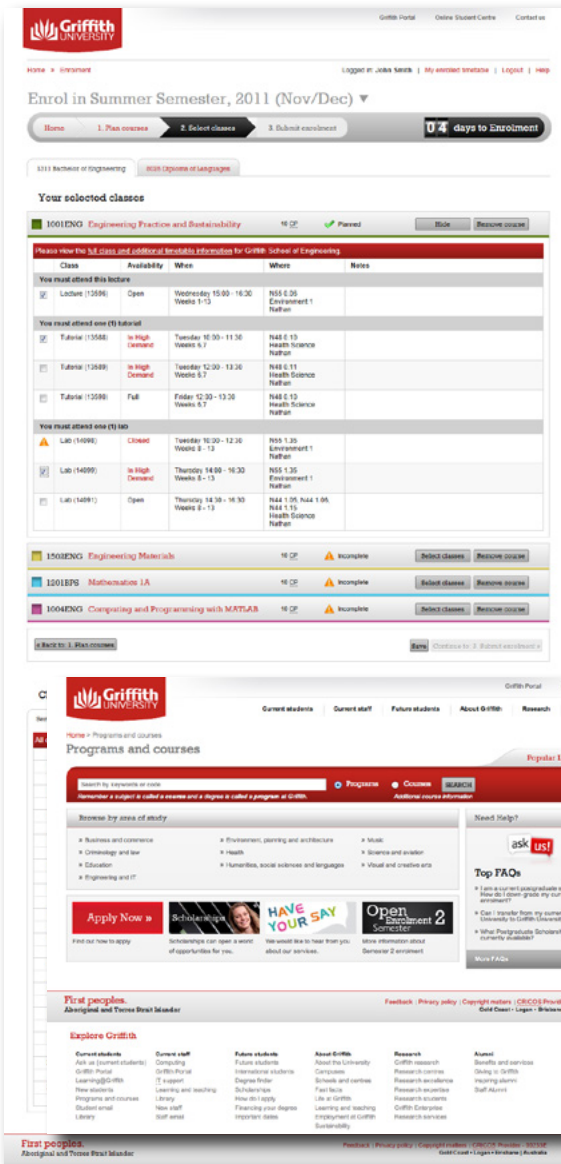
This was achieved by developing an advanced, near real-time Operational Data Warehouse (called the DataHub) that reflected the current state of programs, courses and student information in a centralized, validated repository.

Integral developed the DataHub using a combination of data modelling skills and integration tools such as Oracle SQL Developer, Oracle Data Integrator and Oracle SOA Suite.

INTEGRAL VALUE ADD

Integral's role in this project was to provide the following services:

- solution Architecture, data modelling and database design
- DataHub design and implementation
- migration of data from Griffith's PeopleSoft Campus Solutions System to the DataHub using Oracle Data Integrator
- establishment of the Griffith SOA environments and SOA foundation including Oracle Service Bus
- design and delivery of Enrolment Web Services
- .net application design, development and delivery for



Programs and Courses and Enrolments applications.

THE BENEFITS

This program of work provides Griffith students, staff and other stakeholders with relevant information regarding Griffith programs and courses and in stage two, will allow Griffith students to enrol in courses online using a new, unified enrolment website.

The new Programs and Courses and Enrolments application provides:

- a current student view of Griffith programs and courses
- a concise and relevant view of Griffith programs and academic plans
- a reference source for Griffith programs and courses for Griffith business staff, academic areas and customers
- the ability for students to plan, submit and manage their enrolments online for each semester.

ABOUT INTEGRAL

Integral is a leading provider of business and technical solutions and services for organizations with complex IT needs.

Established in Australia in 2001, Integral operates across Australia as well as extensively throughout South East Asia, working mainly with Telecommunication Companies, Government Departments, Financial Institutions or any organization that has a critical business reliance on Information Technology.

At Integral we specialize in delivering the complex. If your business relies on IT, if it is critical to your success, then we can help make it simple and provide great outcomes.

"I was impressed with how quickly the Integral team got to really understand our business and the complexities within the University environment. Integral have been true partners with the Project team both in sharing knowledge and growing our internal expertise. We have found Integral very good at finding innovative solutions to technical problems."

Barbara Buckley, Program Manager, Improving the Student Experience Project

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