

## First Digital MyUni App Consulting

*A First Digital (division of First Technology) Services Information Sheet*

Prepared by: First Digital

# First Digital Service Consulting



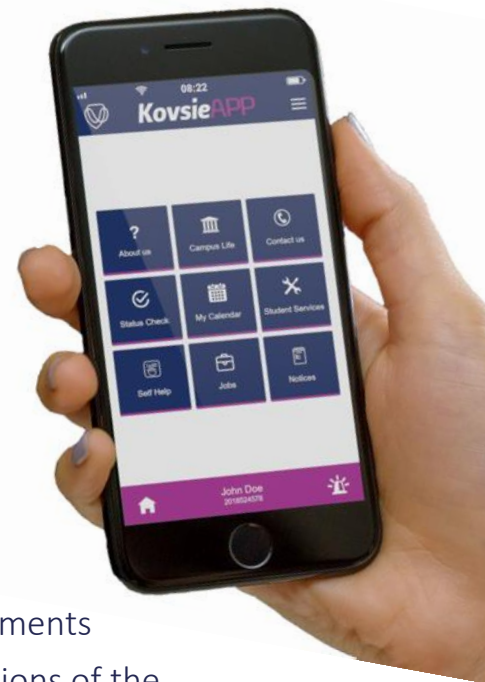
## Product Overview

First Digital, a digital enablement company and part of the First Technology group, has developed a **student mobile application framework** and Microsoft Teams add-on, that allow tertiary education providers to rapidly deploy various self-service functions directly to students and staff.

The journey to self-service enablement for education starts with empowering students. The business case to reduce cost and increase efficiency is clear.

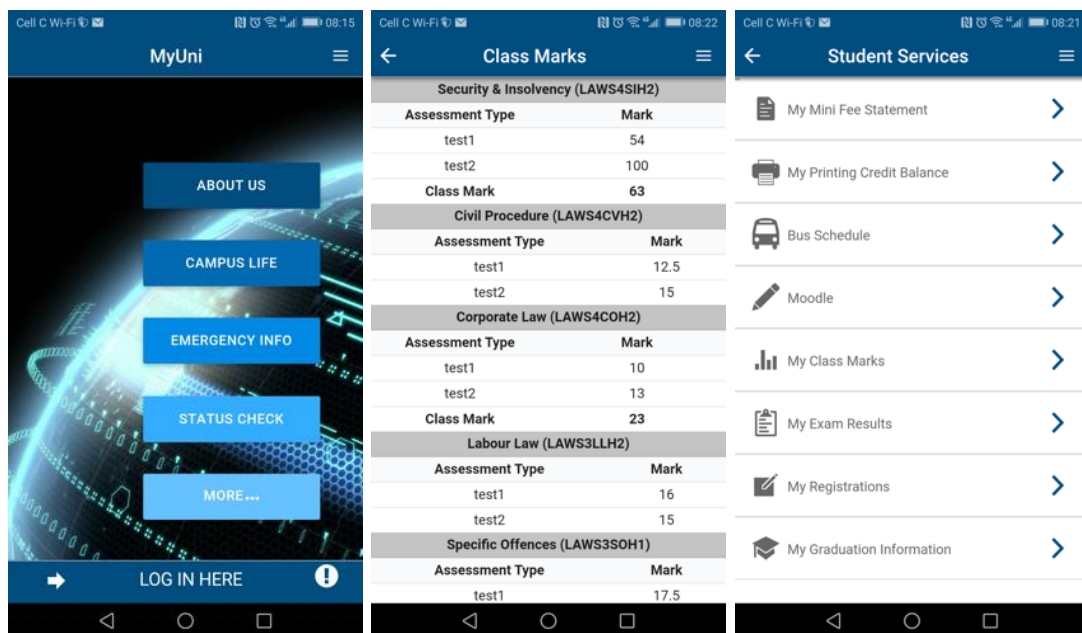
Offering **self service functions** securely on a mobile device and directly with the Microsoft Teams client will reduce helpdesk time in various student support departments like IT, Admin, Registrations and other operational functions of the establishment.

The *MyUni* application framework offers you an **accelerator** to deliver base functionality to students and staff.



# First Digital Product Development

## MyUni: Mobile App



## Consulting Offer

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A remote consultation session on the feasibility of student self service functions, to facilitate and automate administration processes and grant students access to their digital footprint at the institution. The MyUni app and the optional MyUni for Teams application requires deployment to Microsoft Azure and relies on Azure resources including Web Apps, Azure SQL, BLOB storage and Logic Apps. The optional MyUni for Teams add-on relies on PowerApps and the Microsoft Dataverse.

The engagement objectives are:

- Week 1: To identify feasible features to enable in the app.
- Week 2: The analysis of integration of local data sources and the Microsoft Cloud migration technology required to implement the integration.
- Week 3: Cost analysis of Microsoft Cloud spend to run the application for a 3-year period. A business case for the complete production deployment of the application and optionally, the MyUni for Teams add-on.
- Week 4 to 5: Build and deployment of the proof-of-concept deployment.
- Week 6: Pilot deployment assistance and final feedback reporting to the institution.

The final deliverable will be a proof-of-concept deployment of the First Digital MyUni App Framework and the MyUni Microsoft Teams Add-on, and a business case for the complete production deployment and project plan of MyUni into the institution's Microsoft Azure Cloud and Teams infrastructure, including development, integration, Microsoft license and Azure consumption costs.

# MyUni: Teams Add-On

The screenshot shows the MyUni Home page. On the left is a navigation menu with items: Home, My Profile, Calendar, My Results, Facilities, Jobs Board, and Safe Zone. The main content area has a 'Welcome' header and a 'Billing Information' link. Below this is a 'University News' section with a featured article titled 'News Title 1' and a URL. A 'Quick Links' section contains icons for Website, Portal, Library, and Mail. At the bottom, there is an 'IMPORTANT' banner. On the right side, there is a 'Top Stories' section with several news items from News24.com, including headlines about Gauteng top cop orders, SA landmarks illuminated green, VBS indictment, and Am back to lead Sharks.

The screenshot shows the My Results page. It features a table of course results with columns for Course Code, Course Name, Grade, and Status. To the right of the table is a bar chart titled 'Average Class Marks' showing a distribution of marks across different categories.

The screenshot shows the Facilities page. It includes a search bar for facility names, a list of facilities such as Banking, Faculty, Eating & Drinking, and Shopping, and a map showing the location of the facilities on campus.

The screenshot shows the Time Tables page. It features a calendar view for March 2021, with a dropdown menu to select a course (currently set to 'All') and a date selector (set to '18'). The calendar grid shows days of the week and dates, with colored dots indicating events, classes, tests, or exams. On the right side, there is a detailed view of the schedule for Thursday, March 18, 2021, listing a Test (INL 310 at 3:00 PM), an Exam (INL 310 at 4:00 PM), a Class (INL 370 at 11:00 AM), and a Social event (Event 1 at 7:20 PM).

## Features and Branding

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The *MyUni* application framework offers clients the following base functionality and can further be **expanded** by working with the First Digital deployment team:

- **Account functions:** 2-factor authentication against on-premises or cloud identify providers or offer complete single-sign on with Microsoft Cloud identities (like Office 365).
- **Student functions:** Viewing of time tables, marks, exam schedule and results, bus schedules, jobs and notice board, IT self-service, helpdesk integration and many more.
- **Push notifications and Panic feature:** Allowing student notifications to be delivered by group, campus or individual and offers a panic feature to identify and track students in distress via the app or see physical or mental support using the *MyUni* Teams application.

The *MyUni* application framework can be **re-branded** to meet the identity and the branding requirements of your institution.

## Security

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At First Digital, we implement a **security** first approach within our methodology. The *MyUni* application framework offers **SSL** encryption, **two-factor authenticated** via an one-time-password and session state tokens in the application and relies on Microsoft's secure cloud authentication for the Teams application.

## Technology and Availability

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The *MyUni* mobile application is available on **iOS**, **Android** and **Microsoft Teams** application. The deployment services include the integration into various student management systems or enterprise service bus in use at your institution.

## Consulting Offer

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This engagement is a consulting services engagement to assist the institution to identify and build a business case for the deployment of the *MyUni* application framework. The following methodology is followed:



**Identify self-service bottleneck:** During this part of the engagement, we assist the institution in identifying which of the *MyUni* features will be most beneficial to students, and also which will reduce the administrative burden on the institution. These could include students seeking fee statements, course & exam marks, bus schedules or other non-learning information.

**Confirm technical feasibility:** During this part of the engagement, we identify the source of the data to support a feature. We investigate the risk of access the data. Specific consideration is given to security and personal information.

**Build ROE and deploy POC:** During this part of the engagement, we do an ROE study on self-service function, and its positive impact. We agree and test the model by deploying a couple of features using a proof-of-concept deployment.

As an outcome of the consulting engagement, the institution will have an **accurate cost estimate** and **project plan** for the production roll-out of the *MyUni* application.

This services consulting engagement is typically 4 to 6 weeks in duration.

## Contact

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More information, please contact First Digital ([apps@firsttech.digital](mailto:apps@firsttech.digital)) or by visiting our web site at [www.firsttech.digital](http://www.firsttech.digital).

## Full Feature List

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<b>Persona/Access</b>	<b>Feature Section</b>	<b>Feature Title</b>
Public Access	About Us	About Us
Public Access	Campus Life	Campus Life
Public Access	Emergency Information	Emergency Information
Public Access	Status Check	Status Check
Public Access	Public Feedback Survey	Feedback
Private Access	My Calendar	Exam Timetable
Private Access	My Calendar	Test Timetable
Private Access	My Calendar	Course Timetable
Private Access	My Calendar	General Calendars
Private Access	Student Services	Mini Fee Statement
Private Access	Student Services	Print Credit Balance
Private Access	Student Services	Bus Schedule
Private Access	Student Services	Moodle and Blackboard deep linking
Private Access	Student Services	Class Marks
Private Access	Student Services	Examination Results
Private Access	Student Services	Registrations
Private Access	Student Services	Graduation Information
Private Access	Self Help	LAN Account Status
Private Access	Self Help	Updating LAN Account Password
Private Access	Self Help	Lab Availability
Private Access	Self Help	Helpdesk Request
Private Access	Self Help	Frequently Asked Questions
Private Access	Self Help	Contact Details
Private Access	Jobs and Adverts	Jobs
Private Access	Jobs and Adverts	Notices
Private Access	Jobs and Adverts	Adverts
Private Access	Profile	Profile
Private Access	Notifications	Notifications
Private Access	2-factor authentication	2-factor authentication
Private Access	Emergency	Emergency Tracking (mobile app only)
Private Access		
Private Access	Student Services	Student Survey