

## 40 – Mobile Applications

### Action Item Template Response

#### General Action Item Information

Lead Division/Office: ES

Action Item Number: 40

Action Item Short Name: Mobile Applications

Dependencies with other EP Action Items: TBD

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#### I. DESCRIBE YOUR PLANS FOR IMPLEMENTING THIS ACTION.

##### Determine Scope and Quick Wins

The scope and quick wins identification was primarily fed by the mobility task force, and secondarily by a user survey conducted through OneStart. There are a large variety of mobile device platforms available on the market and in use by the constituents of Indiana University. This variety poses a few challenges to rolling out mobile-enabled services:

1. Platform support (must work on all web-browser-enabled devices with graceful degradation)
2. Determining the services to make mobile, as resources must be pulled off other important projects to make this happen
3. Engaging with the owners of those services to build mobile versions.

##### IU Mobile – Web

The IU community carries a wide variety of mobile phones that range from very basic models up to feature-rich phones such as the iPhone, BlackBerry, and Android. For the initial release of IU Mobile, providing a web-based application allows access to mobile content for the largest possible audience. The web application is designed to work with all web-enabled mobile devices including feature phones, smartphones, and basic-model web-enabled phones. Feature-rich, touch-screen phones may view IU Mobile with an icon-based graphical interface while other phone models will see a text-based version of the interface. IU Mobile uses device detection to determine the default interface to display; however, users can set a preference to indicate which version they prefer.

##### IU Mobile iPhone App

While the IU community does carry a wide variety of mobile phones, many people that make use of IU Mobile do so from an iPhone. To date (March 2010), over 73% of the users that have provided feedback through the IU Mobile Feedback service were using an iPhone. And, since IU Mobile's initial release, user feedback has implored us to release an iPhone app. While we will continue to provide access through the mobile web service, it is in IU's interest to also provide an iPhone app in the app store. The app will be made available as soon as possible with limited functionality and will be

upgraded to include all services currently available through the web version by Fall 2010.

### **Unauthenticated Services**

Services that do not require authentication are an important part of the mobile offering. Unless a service provides user-specific information (such as Oncourse) or is restricted for use by current IU community members (such as Classifieds), IU mobile will not require authentication for use. Many services such as maps, news, events, etc. are helpful for visitors and will be available to anyone who accesses the mobile site.

### **Authenticated Services**

Authentication on the mobile platform is critical to long-term mobility success, but our current mechanisms for providing authentication (username and passphrase) do not lend themselves to quickly or effectively being able to access IU services that require authentication. Mobile CAS is in place to alleviate the task of having to log in every time the user visits the site. With mobile CAS, users need to log in only once every two weeks. If a device is lost/stolen, the user can deactivate authentication with a change of passphrase in account management.

### **Boopsie as an Enterprise Service**

Boopsie is a product that serves the mobile device market, and has a core competency on searching sets of data or in their terms (Channels) of information. Currently, Boopsie is powering searches in IU Mobile of IUCAT, IU ScholarWorks, the IU Knowledge Base, and Wikipedia.

To experience Boopsie on a regular browser: <http://indiana.boopsie.com/iphone/>  
To download this app to a non-iPhone smartphone (BBerry, Windows mobile, Android, Symbian) use your mobile phone to visit: <http://indiana.boopsie.com>.

### **Distributed Development and Collaboration**

In order to make progress on this project with limited resources, a strategy of distributed development and collaboration across groups should be adopted. The core mobile team will be responsible for developing and maintaining the IU Mobile platform and the overall look and feel of the services provided to users. In so doing, the mobile team will be responsible for properly displaying services through the IU Mobile web to users with a large variety of web-enabled mobile devices. In addition, the mobile team will develop a set of services offered to all campuses such as maps, news, and events (see below for a more complete list). To offer more specialized and complex services (such as Oncourse) in the mobile space, developers from the service providers' teams will need to work with IU Mobile to adapt their service (or appropriate portions of their service) for users of mobile devices. The IU mobile team will research and learn appropriate methods for displaying mobile content and will assist other teams in this endeavor as they work to mobilize their traditionally structured services. Researching best practices, new devices, etc. will be an ongoing challenge as the mobile landscape continues to rapidly change.

### **Ensure adequate cell coverage on campus and in strategic buildings.**

- Surveying of coverage on campus.
- Determining high-priority coverage locations and developing short-term solutions (DAS, etc.).
- Tracking and potentiality of a FEM-to-Cell solution that will scale to the enterprise.

### **ACCOMPLISHMENTS**

- Created IU Mobile
- Established official Kuali Mobile project with other institutions and commercial affiliates
- Governance in progress

***Next steps***

- Finalize governance
- Bring partner institutions into parity with IU
- Continue tool development

**II. WHAT ARE THE POLICY AND PRACTICE IMPLICATIONS OF YOUR PLANS?**

Introducing mobile services to our users will enable those with web-enabled devices to interact with IU services through screens designed for mobile deployment.

**III. IDENTIFY STAKEHOLDERS.**

IU community - students, faculty, staff, affiliates, alumni, visitors.