

THE EVOLUTION OF ENTERPRISE PORTALS: MOVING TOWARDS A SERVICE AND WORKFLOW ORIENTATION

Nathan Bailey

Information Technology Services
Monash University, AUSTRALIA
Nathan.bailey@its.monash.edu.au

Does your information technology deliver services focused on user's business processes, or do your users need to learn how to user your applications and then adjust their needs accordingly? Is technology driving your business, or are you maximising your competitive advantages by conforming technology to the way you want to do business? Traditionally, there has been significant resistance to the technology driving the pedagogy – is this imperative being lost? With so many different tools, how can we provide a seamless learning experience for our students?

This paper reviews how Monash University's portal is changing from being a launching point for applications into providing personalised workflows that orient business processes toward individual users and their role in the process.

Keywords

enterprise portals, business processes, personalised workflows

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