2020-10-30 Call Notes - Wiki Refresh Persona Review

Agenda

1. Roll Call (by timezone - Eastest to West)
2. Scribe Shout-out - It's easy to scribe: How To Scribe Itana Calls Guide
3. Agenda Bash
4. ***Wiki Refresh - Persona Review - Mona Guerra & Yolanda Uzzell***
5. Itana Org Updates (if any)
    a. Working Group Updates
        i. Wiki Refresh Working Group
        ii. Women in EA Working Group
        iii. New2EA Working Group
        iv. API Working Group
        v. Business Architecture Working Group
    b. Steering Committee Update
        i. Coaching and Mentoring

Attendees

Adam Caimi - Penn State
Alberto Mendoza - Boston College
Ashish Pandit - UCSD
Beth Schaefer - University of Wisconsin (Milwaukee)
Christopher Eagle
Betsy Draper - Kansas State University
Dana Miller - Miami University of Ohio
Jacob Morris - University of Washington
Jim Phelps - University of Washington
jeff kennedy - University of Auckland
J.J. Du Chateau - University of Wisconsin (Madison)
Louis King - Yale
Maher Shinouda - University of Waterloo
Mona Guerra - University of Miami
Piet Niederhausen - University of Washington
Rupert Berk
Yolanda Uzzell

Notes

Wiki Refresh - Persona Review - Mona Guerra & Yolanda Uzzell

1. Refresh Virtual Workshop Kickoff held July 20-22 with goal to redesign wiki around user experience
    a. Developed wiki roles of project manager / co-chair and product owner
    b. Developed five persona and two additional persona identified for possible future development
        i. Patty Problem Solver
        ii. Eli Explorer
        iii. Siri CIO
        iv. Senior EA Sally
        v. Nova Newbie
2. Session leaders (Mona and Yolanda) facilitated participants through navigation and search activities of the wiki
    a. Some wiki content is not tagged or indexed well and needs to be reviewed and updated.
    b. Patty Problem Solver identified as most relatable persona to participants
    c. Highlights from breakout sessions:
        i. A couple of personas can cover a lot of ground – newbie, lead up
        ii. Cannot hold all the content, but serve as an aggregator
        iii. Each persona level connect with on a social level
        iv. Intro to EA is important entry point
        v. Persona for folks from non-IT positions
        vi. Big picture Betty - as a possible persona to add
    d. Thoughts – Personas were good and may want to prioritize the persona focus on the high priority. No intention to remove existing content.
3. Next Steps
    a. Wireframe
    b. Journey Maps
    c. User Guide
    d. Content GAP Analysis
    e. UI Testing / Design Review
    f. Page Cleanup / Content Development

Announcements - Itana News, Working Group Report out

- Next Call

- Topic Ideas - Architecting the Architecture: Necessary steps for setting up an EA practice. https://er.educause.edu/articles/2020/10/architecting-the-architecture-necessary-steps-for-setting-up-an-ea-practice
  HOSTS: Jeff Kennedy, Louis King, Betsy Draper
- Business Architecture WG
  - Sharing updates to version 2.5.0 of CAUDIT Higher Education Reference model
- No other announcements due to time