

# System Tier Schedule



## 1 Purpose

To provide the University with an online system classification and compliance framework based on the User Experience impact.

## 2 Scope

This schedule must be read in conjunction with the User Experience Architecture Procedure and is subordinate to it.

## 3 Schedule

The University's online systems will be assigned to one of the following tiers in the classification framework determined with reference to the descriptors provided at Table 1 (refer Section 3.2).

### 3.1 System tier classifications and levels of applicability

#### 3.1.1 Tier 1

Tier 1 systems are prominent University systems with high level impact on the User Experience. All User Experience principles are applicable to these systems as far as practicable.

#### 3.1.2 Tier 2

Tier 2 systems are University systems with medium level impact on the User Experience. All User Experience principles are applicable however proprietary restrictions may restrict some customisation and the integration of some common elements limiting the application of the University's digital visual identity.

#### 3.1.3 Tier 3

Tier 3 systems are less prominent University systems with limited integration with other online systems or are standalone systems. They have low level impact on the User Experience. Proprietary restrictions permit little or no customisation or integration of common elements and functionality preventing the application of the University's digital visual identity.

### 3.2 System tier determination

System tier classification will be determined with reference to the descriptors provided in Table 1 (below).

**Table 1: System Tier Descriptors**

	System Tier		
System Considerations	Tier 1	Tier 2	Tier 3
<b>Audience and information</b>	<ul style="list-style-type: none"> <li>• Public or internal</li> <li>• Official information</li> <li>• High exposure to the majority of an audience group and/or is a large scale content host.</li> <li>• Large number of Users</li> <li>• Some Users with limited skill/knowledge of the system</li> <li>• High University reputation risk</li> </ul>	<ul style="list-style-type: none"> <li>• Public or internal</li> <li>• Official or semi-official information</li> <li>• Medium exposure and scale of content</li> <li>• Moderate to low reputation risk</li> </ul>	<ul style="list-style-type: none"> <li>• Internal</li> <li>• Low exposure to an audience</li> <li>• A niche tool for a handful of Users</li> <li>• Small number of highly skilled and knowledgeable Users</li> <li>• Low to nil reputation risk</li> </ul>
<b>Expertise, training and/or support required</b>	<ul style="list-style-type: none"> <li>• Nil expertise required</li> </ul>	<ul style="list-style-type: none"> <li>• Some expertise, training and/or support may be required</li> </ul>	<ul style="list-style-type: none"> <li>• Expertise, training and/or support required</li> </ul>
<b>Proprietary (software provider) restrictions</b>	<ul style="list-style-type: none"> <li>• Nil restrictions</li> <li>• Highly customisable</li> </ul>	<ul style="list-style-type: none"> <li>• Some restrictions</li> <li>• Some ability to customise with standard design elements; e.g. banner and footer; University</li> </ul>	<ul style="list-style-type: none"> <li>• Proprietary restrictions</li> <li>• Limited/no opportunities for customisation</li> </ul>

		colour palette	
<b>Purpose/ system specialisation</b>	<ul style="list-style-type: none"> <li>• Broad application and information provision</li> <li>• Facilitate communication and collaboration, fostering community building, pride and trust</li> </ul>	<ul style="list-style-type: none"> <li>• Broad or narrow application</li> </ul>	<ul style="list-style-type: none"> <li>• Specialist tool (may be part of a suite of tools) for a specific purpose</li> </ul>
<b>System dependencies/integrations</b>	<ul style="list-style-type: none"> <li>• Multiple system dependencies and integrations</li> </ul>	<ul style="list-style-type: none"> <li>• Some dependencies and integrations</li> </ul>	<ul style="list-style-type: none"> <li>• Few or no integrations</li> <li>• Standalone systems</li> </ul>

## 4 References

Nil.

## 5 Schedule Information

<b>Accountable Officer</b>	Executive Director (ICT Services)
<b>Responsible Officer</b>	Executive Director (ICT Services)
<b>Policy Type</b>	University Procedure
<b>Policy Suite</b>	<a href="#">Enterprise Architecture Policy</a>
<b>Approved Date</b>	20/10/2017
<b>Effective Date</b>	20/10/2017
<b>Review Date</b>	18/7/2020
<b>Relevant Legislation</b>	
<b>Related Policies</b>	<a href="#">Official Information Policy and Procedure</a>

<b>Related Procedures</b>	<a href="#">User Experience Architecture Procedure</a>
<b>Related forms, publications and websites</b>	
<b>Definitions</b>	<b>Terms defined in the Definitions Dictionary</b>
	<a href="#">University</a>
	The term 'University' or 'USQ' means the University of Southern Queensland.
	<b>Definitions that relate to this schedule only</b>
	<b>User</b>
	All University Members, any person enrolled in an Academic Program at the University and any person registered to attend short courses, seminars or workshops in any organisational unit of the University as well as all other persons including members of the general public, who have been granted access to, and use of, the University's ICT Resources. A member of the public reading public University web pages from outside the University is not by virtue of that activity alone considered to be a User.
	<b>User Experience</b>
	Encompasses all aspects of the end-user's interaction with the University's online systems (academic and non-academic), applications, tools, resources, artefacts and content.
<b>Keywords</b>	
<b>Record No</b>	15/3360PL