

[Jean Sykes](#)

Managing access in a complex information environment

Keynote Item

Original citation:

Originally presented at RUGIT away-day, 16 January 2004 Bristol, UK.
This version available at: <http://eprints.lse.ac.uk/25617/>

Available in LSE Research Online: November 2009

© 2004 Jean Sykes

LSE has developed LSE Research Online so that users may access research output of the School. Copyright © and Moral Rights for the papers on this site are retained by the individual authors and/or other copyright owners. Users may download and/or print one copy of any article(s) in LSE Research Online to facilitate their private study or for non-commercial research. You may not engage in further distribution of the material or use it for any profit-making activities or any commercial gain. You may freely distribute the URL (<http://eprints.lse.ac.uk>) of the LSE Research Online website.

Managing access in a complex information environment

Jean Sykes, Librarian & Director of Information Services

Portals... lots of portals

- Presenting a wide spectrum of information resources
 - institutional and third party, commercial and open source
 - stored locally and stored remotely (anywhere in the world)
 - quality assured and not, primary and secondary
 - in digest form and full text
- ...to a wide spectrum of users
 - students, staff, researchers, alumni, media, ...
 - on-campus and remote (anywhere in the world)
 - using different presentation channels: Web, PDA, WAP
- Solution: A portal for every purpose?
 - with alternative entry points, e.g. “for...”, “from...”, “about...”

Highlights



World Economic Forum and LSE launch a series of public debates on leadership, management and governance

The first debate, Global Governance and Justice, will take place at LSE on Thursday 15 January. [More](#)

News

LSE offers short courses for business people. [More](#)

Events

Top Incomes over the 20th Century - 20 January. [More](#)

New books by LSE academics

Chris Fuller: *The Renewal of the Priesthood: modernity and traditionalism in a south Indian temple*. [More](#)

Undergraduate Open Days

Prospective students can now book a place for one of the LSE Undergraduate Open Days online. [More](#)

Contents

Information for : [Prospective students](#), [Current students](#), [Alumni](#), [Media](#), [More](#)

Information about : [Research and expertise](#), [Consultancy and business services](#), [Study](#), [More](#)

Departments : [Academic departments](#), [Research centres, groups and institutes](#), [Library](#), [Language Centre](#), [More](#)

Quick links

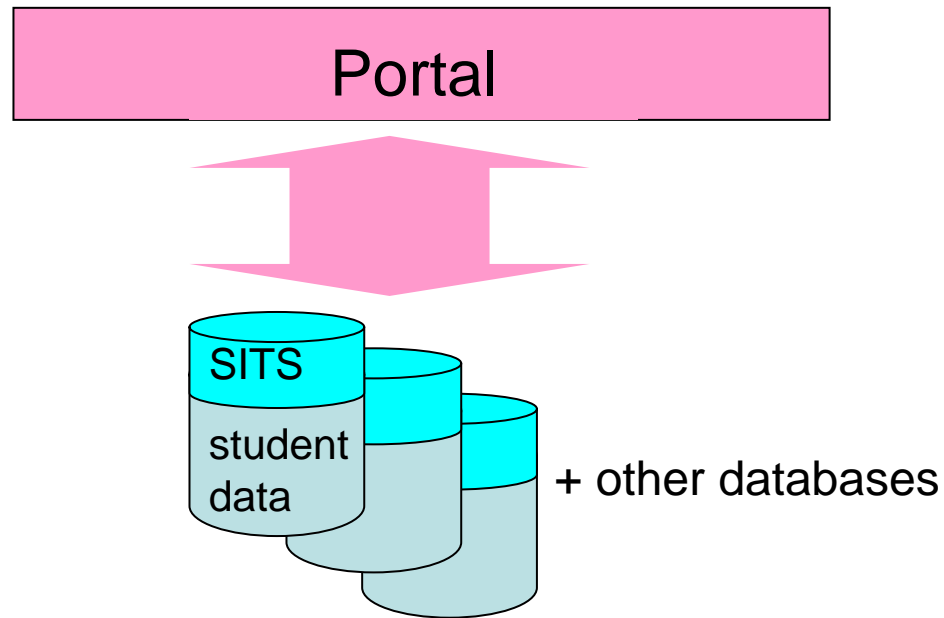
- [Jobs at LSE](#)
- [LSE Experts](#)
- [LSE for you](#)
- [LSE teaching and timetabling](#)
- [Meet the Director](#)
- [Press and Information Office](#)
- [Students' Union](#)

LSE background & prior work

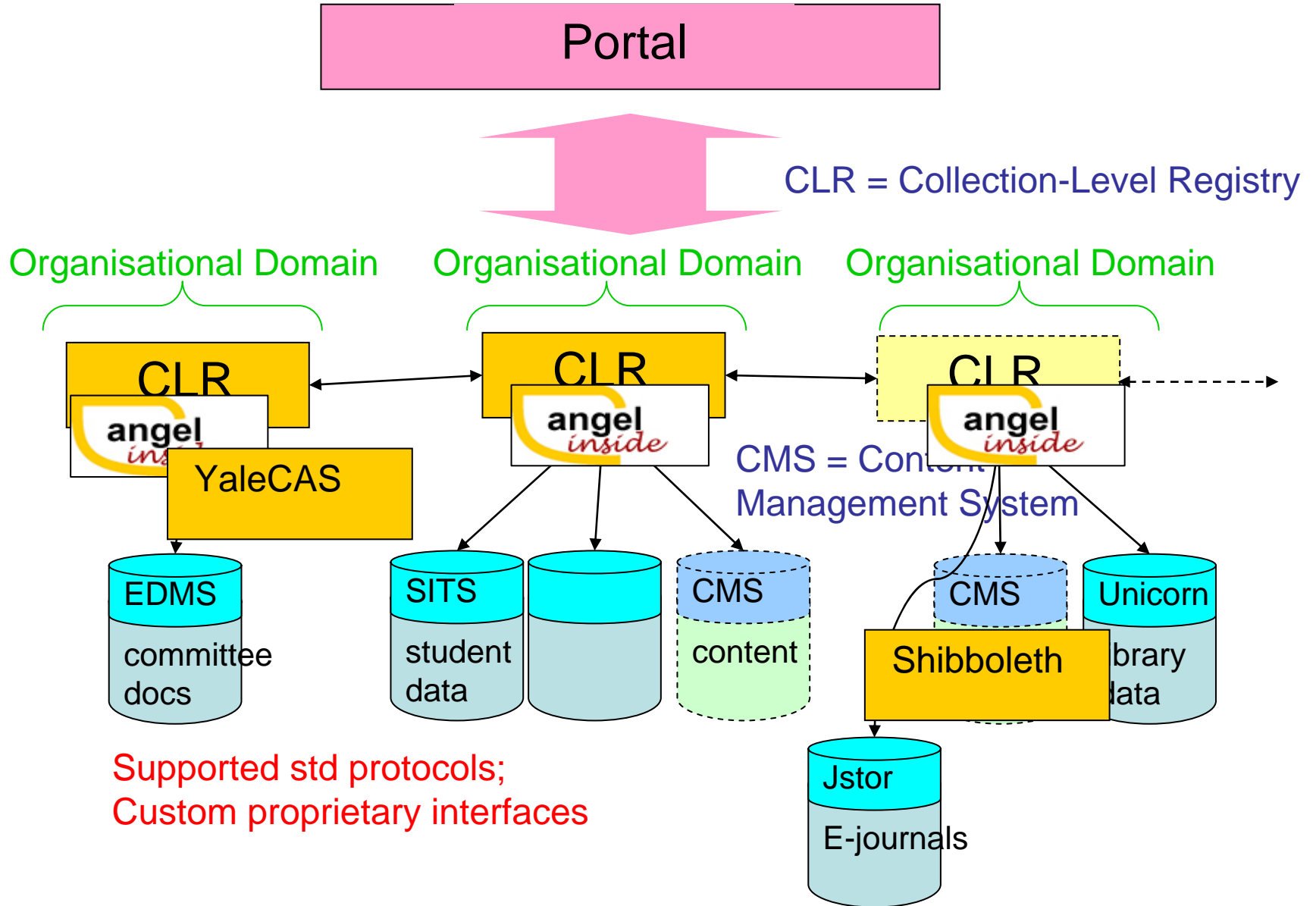
- LSE for You
- Electronic Library
- Learning resources and VLE (WebCT)
- Middleware architecture (ANGEL Project)
- VLE-Library integration (DELIVER Project)
- Access management (SECURE Project)
- MIKE: a Managed Information & Knowledge Environment

The logo for JISC (Joint Information Systems Committee) is displayed in a bold, orange, sans-serif font.

Traditional portal architecture



LSE MIKE architecture



Managing access: the SECURe Project

- Cross-domain authorisation: Shibboleth
- Internal directory structure: eduPerson
- Authentication: end-user certificates
- Management: PKI and certificate-server

Accessibility in practice

- The vision for the future
- Today's problems
- The visiting professor
- Part-time students & distance learners
- UK Computing Plus – different approaches
- Secure and managed access for everyone
- Those who “belong” somewhere and those who don't

The MIKE project

- Information services collaboration: IT Services, Library, MIS, Website Services, Centre for Learning Technology
- Portals were evaluated – U-Portal was chosen
- Some user needs were canvassed through focus groups – students, alumni, admin. staff

The MIKE project continued

- 18 month project timetable drawn up
- Project bid prepared
- We would start with a pilot department
- There would be ongoing evaluation of portal technology
- Much more consultation on content
- Evaluation of pilot
- Launch of full service

Project staffing

- Project manager
- Project officer ITS for tech. architecture, infrastructure deployment, conversion of key IT services
- Project officer MIS to convert LSE for YOU services
- Project officer Library for content analysis, metadata creation, and user liaison
- 0.5 post in CLT to integrate existing e-courses

Project costs

- Total over 18 months: £272k
- Staff £185k
- Hardware: £40k
- Software: £35k
- Other costs: £12k
- Recurrent costs post-project: £98k p.a.

Selling MIKE to the LSE

- We started at the top: deputy directors, finance director, chair of information services committee
- The concept was ill understood
- They could not see the benefits
- They thought it was technology-led
- The new mantra is “Substitution not additionality”

So what next?

- We decided to put the project on hold
- The LSE has other strategic priorities at present
- The information service providers will work at it as part of normal development
- The principle of working together is established
- MIKE's time will come some day