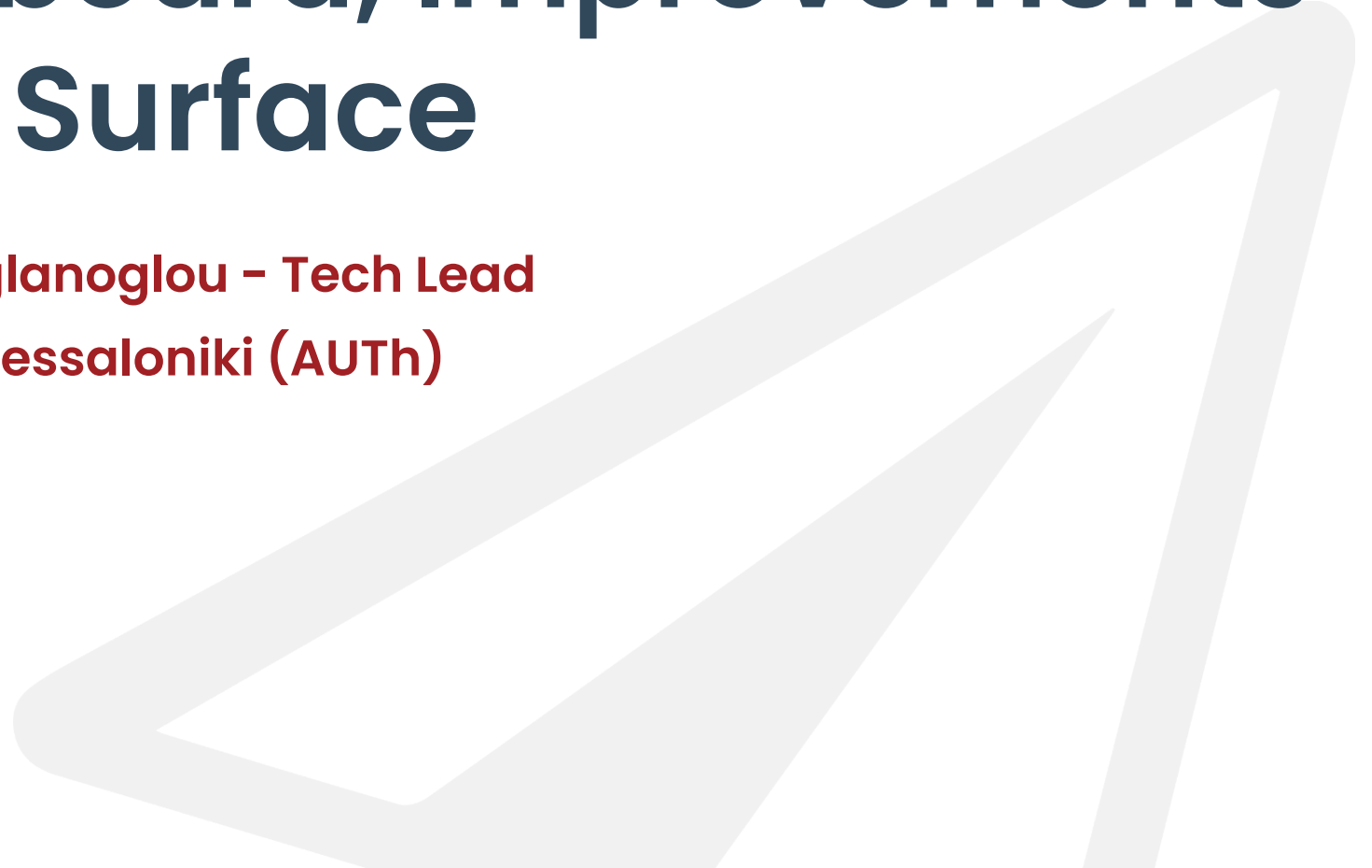




EWP Dashboard, Improvements Under the Surface

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AUTH's role

Insights on the work process

Improvements

More to come





IT Center of AUTh

AUTh's technical role from 1/1/2022 onwards:

- Corrective Maintenance
- SRE actions in the infrastructure
- Developing widespread improvements in the EWP Dashboard services





The importance of the ESCI Service Desk

Users, Service Desk Agents, and the Development Team communicating effectively and working closely together





The screenshot shows the ESCI Service Desk homepage. At the top left, there is a yellow question mark icon and the text "ESCI SERVICE DESK". Below this, there are logos for "OLA", "Erasmus+ App", "erasmus DASHBOARD", and "erasmus without paper". A central banner features a woman with glasses and the text "EUROPEAN STUDENT CARD INITIATIVE". Below the banner, it says "Welcome to the ESCI Community Service Desk" and "Find help and services". A red box highlights a "Webinar screenshot test" announcement. A white callout box points to the top right of the page, containing the text "Maintenance Scheduled Downtimes Announcements". Below the announcement, there is a "Contact us about" section with two categories: "Student Issues" and "Non-student Issues". At the bottom, there is a "Recently used forms" section with a gear icon and the text "Report a technical problem in ESCI Community Service Desk. Get assistance for IT problems and issues you are facing".

ESCI SERVICE DESK

OLA

Erasmus+ App

erasmus DASHBOARD

erasmus without paper

EUROPEAN STUDENT CARD INITIATIVE

Welcome to the ESCI Community Service Desk

Find help and services

Maintenance Scheduled Downtimes Announcements

Webinar screenshot test

This is a testing announcement that will be presented in the Summer Webinar

Contact us about

Student Issues
Request information or guidance, Fix an account/login issue, Report a technical problem

Non-student Issues
Report a technical problem, Request information or guidance, Fix an account/login problem, Request a new account, Suggest a change or improvement

Recently used forms

Report a technical problem in ESCI Community Service Desk.
Get assistance for IT problems and issues you are facing





Improvements on IIAs

- Ensuring the IIAM implementation is functional, and operational. Establishing a smooth exchange of IIAs via the EWP Network.





Intuitive Messages

- Clear indications and messages, frontend side, so that users always know why they can or cannot move forward with an action, especially when it comes to exchanges via the EWP Network.

The partner has not shared an ID for this IIA, therefore no actions are available at this point. Please notify your partner to respectively contact their provider.

IIA ID [REDACTED] 1654173755629	Status Changed and signed by you		
Creator EC [REDACTED]	Partner EC [REDACTED]	Creator Contact [REDACTED]	Partner Contact [REDACTED]
Creator Sign Date 2022-06-02Z	Creator Sign Contact [REDACTED]	Partner Sign Date Not found	Partner Sign Contact Not found
Actions			
<input type="button" value="View"/> <input type="button" value="Delete"/>			





Intuitive Messages

- Appropriate safeguards when others do not exchange data complying with the rules.

Search for IIAs in EWP

Search for IIAs in EWP

Partner Erasmus Code [redacted] Academic Year All Years Modified Since All Time

List Partner Agreements

EWP IIA ID	Local ID	Signature Status	
8251 [redacted] 07	No internal IIA ID match.		View EWP Partner Agreement

Search for IIAs in EWP

Search for IIAs in EWP

Partner Erasmus Code [redacted] Academic Year All Years Modified Since All Time

List Partner Agreements

EWP IIA ID	Local ID	Signature Status	
91 [redacted]	EWP: [redacted]	Created/edited by EWP partner.	View EWP Partner Agreement
[redacted]	EWP: [redacted]	Created/edited by EWP partner.	View EWP Partner Agreement
[redacted]	EWP: [redacted]	Created/edited by EWP partner.	View EWP Partner Agreement
[redacted]	EWP: [redacted]	Created/edited by EWP partner.	View EWP Partner Agreement



Permissions Access Refinements

- Widespread refinement of access to the sections of the EWP Dashboard.
- Users now have access only to the relevant sections of data for which the EWP Dashboard represents them.





Performance Optimization

- Ongoing efforts to effectively handle the ever increasing load in the components of the EWP Dashboard services.
- Performance tuning in the relevant databases.
- Monitoring tools to proactively identify and quickly resolve performance bottlenecks.
- Flexibility in resources for components and services hosted in the AUTH premises.





- Considering the EWP Dashboard's magnitude in the network, we are working relentlessly, in keeping with the responsibility of being the reference implementation.





Thank you!



<https://support.erasmuswithoutpaper.eu>



[EWP LinkedIn group](#)



[EWP on twitter](#)



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