

Self Service anytime and anywhere

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Abstract: *Self Service for members of Higher Education Institutions, accessible anytime and anywhere via Internet and mobile phones, is beginning to transform the administration processes.*

What are the concepts, what kind of services are implemented so far, who uses it by now?

HIS (Higher Education Information System, Softwarehouse for German institutions in Higher Education) is for several years a successful developer of Self Service applications based on Webbrowser technologies in connection with smartcards or other authentication methods. The programming platform is primarily Java. Services can be accessed via Internet or special service stations, where POS terminals and special printing devices can be installed.

It is still a young technology, but the great demand for such innovation lets expect that nothing in Higher Education Administration will remain as it is.