### NextGen Michigan Status
October 2012

<table>
<thead>
<tr>
<th>Project Title</th>
<th>Project Manager</th>
<th>Project Owner</th>
<th>Project Status (High-Level monthly status summary)</th>
<th>Project Health†</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flux Enhancements</td>
<td>Poulson, Lisa</td>
<td>Palms, Andy</td>
<td>The hardware associated with the Flux expansion has been installed in the MDC (Modular Data Center). Two 40G network connections are functional. All Ethernet/IB cabling has been installed, and the Flux expansion will be 'live' on 11/1/12. We are developing plans to move the rest of the Flux equipment from the MACC to the MDC by the end of January, 2013.</td>
<td>✅</td>
</tr>
<tr>
<td>IT Cost Management</td>
<td>Lahie, David</td>
<td>Kennedy, Jeff</td>
<td>Budget and Actuals cost models are in the Apptio production environment. FY13 Budget and Actuals-to-date data have been loaded in Apptio. Data validation has been completed and planning end-user training for November 2012. Upon completion of training, the Apptio system will be released to ITS Leadership and Service Management staff.</td>
<td>✅</td>
</tr>
<tr>
<td>Information Assurance Services</td>
<td>Castle, Jeff</td>
<td>Howell, Paul</td>
<td>IT Security Services within the MiWorkspace Service rolled out to University Human Resources in October as part of the MiWorkspace Service Implementation. Discovery and planning for Finance/Audits is in progress. The team is also working on discovery and planning for the rollout of MiWorkspace for the remainder of ITS staff. The project team continues to collaborate to resolve an issue regarding the ability of Macintosh systems to be resolved through the Dynamic Domain Name Service (DDNS). However, this issue will not delay the rollout of MiWorkspace service.</td>
<td>✅</td>
</tr>
<tr>
<td>MCommunity</td>
<td>Long, Randy</td>
<td>Behm, Jim</td>
<td>Flint/Dearborn Provisioning for Google has been completed. They are both in a controlled state (no email or calendar) until a final decision is made regarding accessibility issues. Portal Integration for MiServer and MiDatabase has been completed and is live. We are working with the portal team to define requirements for the December release. Development is scheduled to begin in November. Provisioning MiWorkspace print services: A new version of Papercut is being installed. MCommunity is testing the new Papercut version against the driver in test environments and is working on a deployment plan.</td>
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<td><strong>Box.net Internet 2 Pilot</strong></td>
<td>Burch, Jennifer</td>
<td>Wroblewski, Bill</td>
<td>M+Box adoption is still on a strong upward trend. The communication team continues to actively promote the new service with campaigns still underway well into the Winter term. Starting in September and continuing into October, the project team has engaged the University Service Team who will maintain the support and success of the M+Box service. The project still has one final deliverable of an automated deprovisioning solution, which has been delayed due to resource constraints with other teams. Work will continue through the end of 2012. However, the progress will be slower than originally planned and is not expected to complete until middle/end of First Quarter of 2013.</td>
<td>![i]</td>
</tr>
<tr>
<td><strong>Cloud Computing</strong></td>
<td>Burch, Jennifer</td>
<td>Wroblewski, Bill</td>
<td>Discovery for Finance (FIN) was completed in October, with the actual server migrations scheduled to complete late November. The decommissioning of the physical servers is expected to complete in December. The Managed Linux and MySQL service build outs of MiServer and MiDatabase continued through October. The services are still being evaluated and adjusted for readiness to turn over to operations. The availability for both is delayed but targeted to be made available early January. Work on improving the ordering process for MiServer and MiDatabase continued through October and is expected to continue through much of 1Q2013 with the addition of Linux and MySQL offerings and enhancements to the provisioning process.</td>
<td>![j]</td>
</tr>
<tr>
<td><strong>Collaboration</strong></td>
<td>Brennan, Dawn</td>
<td>Wroblewski, Bill</td>
<td>U-M Flint launched Google Apps for faculty, staff, and students. Sent weekly reminders to self-migrants. Worked on project planning documents for units migrating to UMHS Exchange. Continued to communicate with campus and Google regarding Google Apps accessibility issue</td>
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<td>MiWorkspace</td>
<td>Sterling, David</td>
<td>Kelly, Tim</td>
<td>UHR (Pilot 2) implementation complete with excellent customer satisfaction. The team successfully transitioned in-scope UHR IT staff into the service organization. The team completed Finance/Audit (Pilot 3) discovery activities and is on track for December implementation. Completed first draft of the Continuous Improvement Report that outlines the Pilot 2 learning and will serve as a guide for service improvement in preparation for the third Pilot. Initiated discovery effort for remaining ITS staff and are on track for November/December implementation. Effort is underway to draft the accelerated implementation schedule for all Central Administration units and we have begun the unit engagement process with the units scheduled for January/February implementation. Unit identification of IT staff transitioning into the service is underway and on track for November completion.</td>
<td><img src="https://example.com/green.png" alt="Green" /></td>
</tr>
<tr>
<td>Network</td>
<td>Swain, Don</td>
<td>Palms, Andy</td>
<td>Network support of MiWorkspace continues: network discovery completed for Finance; discovery underway with Print, Copy, Mail; network migrations underway for ITS (remaining) and Finance. The network team continues to work with and support NextGen shared services and capabilities projects (MiWorkspace, Security, Service Management, Cost Management, Funding and Chargeback, etc.) In parallel with the MiWorkspace workstream, the team continues integration efforts with service ordering and support, development of an updated network information database and network standards and metrics.</td>
<td><img src="https://example.com/green.png" alt="Green" /></td>
</tr>
<tr>
<td>Storage</td>
<td>Burch, Jennifer</td>
<td>Wrobleski, Bill</td>
<td>Discovery with Finance (FIN) completed in October, with the storage migration expected to complete end of November. Phase 1 of the new desktop backup service completed in October. Substantial progress was made in the planning for Phase 2 and is expected to complete early November at which time a refined schedule and plan will be available. While the schedule is in the process of being finalized, the project is considered to be behind schedule. This is the result of the dependency of the MiWorkspace project on the new desktop backup service which was originally expected to be available with the September rollout.</td>
<td><img src="https://example.com/information.png" alt="Information" /></td>
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|--------------------------------------------|-----------------|---------------|----------------|-----------------
| Customer Relationship Management           | Byrkit, Mary     | Ray, Phil     | The Customer Relations capability project confirmed additional deliverables with 30, 60, and 90 day time frames. 30-day deliverables are substantially complete: Service (capability) definition clarifies objectives, scope, audience and components of the capability. The project team focused on defining the "Input" side of the CR capability --- campus engagement; additional work is underway to define the end-to-end flow for customer relations information. The team developed internal workflow processes for engaging with campus customers, documenting those interactions, and determining which require further action. The team also designed tools to support engagement, including overall engagement approach/frequency, contact information for key individuals in our customer organizations, account plans, and interaction reports. Run activities have included continuing interactions with customers where relationships exist; establishing initial ITS/Customer meetings for several units; and specific work with administrative units relating to the new shared services. | ![Green Check](CheckMark.png) |
| NextGen IT Service Portal                  | Allen, Mashon    | Stevens, Andrea | For the month of October, the IT Services Portal team added the Cloud services requestable offering ordering capabilities. In addition, minor bug-fixes and an updated Services Catalog were also provided. Strategies for data source gaps and Drupal long-term support were tracked as risks. For November, the team will focus on stress testing the environment, moving the Drupal installation, and minor fixes. December's release will include enhancements and additional fixes. | ![Green Check](CheckMark.png) |
| Operations and Availability Management     | Little, Cristine | Loviska, Mike  | Operations and Availability Foundation is in production. A new project to continue the planned migration of NextGen and Current services into the O&A infrastructure is being managed by the Infrastructure Services team. This will also include operationalizing the capability in the run state of the organization. | ![Green Check](CheckMark.png) |
| Portfolio and Project Management           | Hussain, Ghazala | Curley, Cathy  | Workstream 3.1 Demand Management was successful put into production on 10/15/12. All processes and tool functionality was completed and tested by the project team and end users. Change management with communications in ITS Newsletter and targeted emails to ITS roles impacted by the change i.e. Service Portfolio Owners (SPO), product managers and project managers have been released. All job aids are complete. Training sessions for SPOs, product managers and project manager are in-progress. Workstream 3.2 Investment Planning will be re-started in November. | ![Green Check](CheckMark.png) |
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<td>Modular Data Center (POD)</td>
<td>Poulson, Lisa</td>
<td>Palms, Andy</td>
<td>As previously reported, the EcoPod power issue was resolved. We continue to work with HP and AEC on minor issues. Two 40G network connections have been installed the EcoPod. The hardware associated with the Flux expansion has been installed in the POD and will be 'live' on 11/1/12.</td>
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† About Project Health:

- ✓ Indicates the project is progressing as expected. Significant risks or issues have not been identified or have been successfully mitigated.

- ! Indicates an issue occurred, which has not been mitigated, that may impact the project with regard to scope, schedule, quality, resources, cost, or benefit.