# NextGen Michigan Status

**September 2013**

<table>
<thead>
<tr>
<th>Project Title</th>
<th>Project Manager</th>
<th>Project Owner</th>
<th>Project Status (High-Level monthly status summary)</th>
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<tbody>
<tr>
<td>Flux Enhancements</td>
<td>Poulson, Lisa</td>
<td>Palms, Andy</td>
<td>The 2,000 core expansion is available and brings the total number of cores to more than 10,000.</td>
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<tr>
<td>Information Assurance Services</td>
<td>Castle, Jeff</td>
<td>Howell, Paul</td>
<td>Information and Infrastructure Assurance staff continue to work with MiWorkspace Discovery in central administrative units and in pilots within the College of LSA.</td>
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| **Cloud Computing** | Burch, Jennifer | Wrobleski, Bill | **On-premise:**  
*Continued engagement and discovery workshops with units.  
*Completed migrations for ITS.  
**Off-Premise:**  
*Continued contract negotiations.  
*Began development of the Off-Premise service.  
*Finalized and began execution of communication plan.  
*Determined that MiServer/MiDatabase Off-Premise service will be reevaluated after the core service has been available for a period of time; approximately spring 2014.  
The project is currently working with Finance to identify the chargeback strategy for the Off-Premise solution. Contract negotiations are running behind schedule. |
| **Network** | Ball ten, Elizabeth | Palms, Andy | **The team continues network discovery and migrations to support the MiWorkspace rollout:**  
**o** Network migration complete for Housing, Athletics, Graham Institute, OFA, and ORSP.  
**o** DHCP migration on hold for UHS and Fleming.  
**o** Discovery and migration continues with additional Fleming groups (Michigan Creative, Photography Services, and News Service); Facilities and Operations (Plant Operations, AEC, OSEH, PTS); LSA (Dean's Office, Communication Studies, Development Marketing & Communications)  
**Project's non-MiWorkspace work streams in progress/on schedule:**  
**o** Network Standards - Wiring and switch standards were approved by Unit IT Steering Committee on 9/17.  
**o** Network Tools - First of three phases for implementation of NetInfo2 on schedule for completion by October 1st.  
**Assessing schedule for Phase 3 deliverables to be completed in 2014.**  
**o** Metrics and Reporting - Prototype of unit-facing network report built. Reviews pending. |
| **End User Services** | Brennan, Dawn | Kelly, Tim | **Configuration Manager 2012**  
*Provided Configuration Manager 2012 training to system administrators.  
*Sent communication to existing MiWorkspace customers regarding upcoming migration.  
*Migrated existing MiWorkspace machines to Configuration Manager 2012.  

**Linux Service**  
*Built Bootstrap package.  

**Academic & Research Redesign**  
*Macs: Completed design (MCommunity) for non-colliding user IDs.  
*Print: Began working on MCommunity sync tasks.  

| **MiWorkspace** | Sterling, David | Kelly, Tim | We are currently engaged with the following units: Fleming OVPR, News Service, University Record, Plant Operations, AEC, OSEH, Parking Services, ADVANCE Program, Orchestra Place, LSA Dean's Office, LSA Comm Studies, LSA DMC, School of Education.  
We currently have 9337 MiWorkspace customers (3738 regular employees and 5599 temporary and/or student employees) on a total of 4243 devices (3143 single user machines and 1100 shared machines).  
(Note: This does not include the over 3400 LSA Macintosh machines supported on the MiWorkspace Izzy build, as they are not yet using the MiWorkspace customer support model).  

| **Storage** | Hankish, Debra | Wrobleski, Bill | Architecture, Engineering and Construction (AEC), a subunit within Facilities and Operations, is scheduled for final cutover September 21st. Target for October/November is to migrate the remaining three Fleming sites and three departments under Facilities and Operations.  
Design conversations have begun for creating Universal directory storage model. Design is projected to be ready for review by the end of September.  

| Customer Relationship Management | Byrkit, Mary | Ray, Phil | The Customer Relations (CR) team continued work on capability improvements targeted for December 2013. These include:
- increased CR engagement within ITS
- expanded internal reporting about customer needs and feedback
- establishment of Shared Services Governance
- participation in campus engagement with the IT Strategic Plan
- increased CR visibility on the ITS public website
- improvements in CR Run procedures and internal communication.
The CR Team met with a few ITS Service Portfolio owners and operational leadership to discuss current practices and how CR can best engage and share customer feedback with these groups. Work is underway on a CR public webpage to provide information about the capability and to identify the assigned CR contacts for academic and non-academic units. |
| Portfolio and Project Management | Hussain, Ghazala | Curley, Cathy | Workstream 3.2
This workstream is primarily focused on a multi-year view of capital planning with an intent to gather ball park estimates meant to give executive officers more information for a broader planning horizon. Investment Planning, Accomplishments and Project Prioritization procedures have been completed. Produced a big-picture video to outline the Planview experience for the different roles. Process flows (final deliverable) are being created. |
| ServiceLink | Swaney, Jennifer | Carson, Cassandra | Release 1.0 modules in production are stable and now in run mode.
Release 1.1 (Problem and Knowledge) was delayed two weeks to 10/17/13; system testing is in progress.
Release 1.2 (Change and Config) design and development is underway. Held an AST Case Management workshop and requirements are being finalized in order to begin development.
Release 1.3 (IT Comm) scoping conversations have started. The project team continues to work towards mitigation next steps on the other scope and resource risks that have been identified for the project. The backlog for production support critical enhancements is growing and the team needs to closely monitor time spent on production support issues for any ripple effects to release activities. |

† 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.
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<th>Project Health†</th>
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