<table>
<thead>
<tr>
<th>Project Title</th>
<th>Project Manager</th>
<th>Project Owner</th>
<th>Project Health†</th>
<th>Project Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flux Enhancements</td>
<td>Poulson, Lisa</td>
<td>Palms, Andy</td>
<td>✓</td>
<td>A rate decrease for the Flux Standard, Flux GPU, Flux Large Memory, and Flux Operating Environment services went into effect 10/1/13. More information can be found on the ARC website [LINK TO: <a href="http://arc.research.umich.edu/flux/hardware-services/">http://arc.research.umich.edu/flux/hardware-services/</a> ]</td>
</tr>
<tr>
<td>Information Assurance Services</td>
<td>Castle, Jeff</td>
<td>Howell, Paul</td>
<td>✓</td>
<td>Information and Infrastructure Assurance staff continue to work with the MiWorkspace team on performing discovery and implementation activities for new units transitioning to the MiWorkspace service</td>
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<tr>
<td>Cloud Computing</td>
<td>Burch, Jennifer</td>
<td>Terry Houser</td>
<td>🔄</td>
<td>On-premise: *Continued engagement and discovery workshops with units transitioning to the MiWorkspace service Off-Premise: *Completed organizational readiness activities to confirm readiness to begin M+Amazon Web Services (AWS) pilot *Began M+AWS pilot *Discovered a previously undefined dependency for billing, which will result in an extension to the service pilot. Billing will be delayed but will be fully retroactive to the subscriber’s first use of the respective Amazon products and services within M+AWS.</td>
</tr>
<tr>
<td>Network</td>
<td>Balten, Elizabeth</td>
<td>Palms, Andy</td>
<td>✓</td>
<td>The team continues network discovery and migrations to support the MiWorkspace rollout: -Continued migration activities with Facilities and Operations (Plant Operations, AEC, OSEH, PTS); LSA pilot units (Dean’s Office, Communication Studies, Development Marketing &amp; Communications) -Completed technical discovery for School of Education, Nichols Arboretum/Matthaei Botanical Gardens. Discovery in progress for Detroit Center -Dynamic Host Configuration Protocol (DHCP) migration remains on hold for UHS. Project’s non-MiWorkspace work streams are progress/on schedule. -Network Tools - Completed the first of three phases for implementation of NetInfo2. Reassessing the schedule for the remaining deliverables based on the ServiceLink implementation and Remedy retirement schedule. -Metrics and Reporting - Validated a list of assumed reporting needs with targeted Central Administrative units, in order to inform the development of a Network reporting prototype.</td>
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## NextGen Michigan Status
### December 2013

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| **End User Services**       | Brennan, Dawn   | Kelly, Tim    | **Printing**
*Wrote PaperCut garbage collection script
*Worked on account type classifications

**Windows**
*Defined approach and process and designed solution for virtual machines
*Began to design a solution for user groups and permissions
*Evaluated options for the ability to turn off forced updates

**Mac**
*Documented process regarding using Active Directory groups to manage specific machine access

**Hardware**
*Updated purchasing processes based on process gaps
*Provided School of Education with standard package to determine faculty hardware packages

**Classroom Computing**
*Developed interim action plan for classroom support

**Packaged Linux Service**
*Created documentation and instructions for identification and authentication packages
*Tried and completed identification and authentication packages

**Configuration Manager 2012**
*Configured integration for Configuration Management Database (CMDB) from the production Configuration Manager 2012 database to the QA ServiceNow instance
*Deployed ServiceLink CMDB integration
*Distributed and piloted App-V client
*Completed test process design
*Implemented app conversion for application catalog

| **MiWorkspace**             | Sterling, David | Kelly, Tim    | **The Central Admin Deployment Work stream:**
We are on-track with Detroit Center, Nichols Arboretum and Matthaei Botanical Gardens in January.

**The Academic Deployment:**
We have begun pilot deployments for Pilot 1 - LSA in Comm Studies and are scheduled to begin deployments for the Dean’s office on Dec 9.
School of Education has elected to continue as a pilot, but the timeframe for their migration is TBD.
We are on-track for the 3rd Pilot unit, University Library, to begin migration in late March.

| **Storage**                | Hankish, Debra  | Houser, Terry | Service enhancements, Google Search Appliance and Universal Home Directory, are in progress. The Google Search Appliance is scheduled to be installed the week of January 13.

The Universal Home Directory work is on track to pilot with the second Academic unit pilot. |
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| Customer Relationship Management | Byrkit, Mary | Ray, Phil | The Customer Relations (CR) team defined remaining capability improvement work, which will begin in January. This includes:  
- Increased CR engagement within ITS: A pilot effort will begin in January with CR relationship managers meeting regularly with ITS portfolio leadership for on-going, timely 2-way information sharing about customer needs and service plans. CR finalized and will publish guidelines in January for all ITS staff about when to engage CR, organized by role (service owner, project manager, etc.).  
- Expanded internal reporting about customer needs and feedback: Investigation continues on using ServiceLink to capture and manage ongoing customer feedback, which is currently shared via the Early Awareness Relationship Sharing (EARS) report. The goal is to increase visibility and lifecycle management for this feedback. Implemented processes for submitting critical 'call to action' items on behalf of customers through the Demand Management process. The first request, submitted in December, is for creating and sharing the "Service Story," which are clear, well-defined messages about the individual services offered by ITS, including current information about the service (status, cost, etc.) and service plans in the short- and long-term. |
| ServiceLink        | Swaney, Jennifer | Carson, Cassandra | December Release (CMDB initial data load and Customer Satisfaction Survey) was successfully delivered on 12/13/13.  
Project Sponsors have approved an additional one-time project funding request. The timeline for engaging the additional contract resources will be watched closely and is a critical path for Communications Systems and Data Centers (CSDC) releases and process adoption.  
Change Management process adoption activities have started and will ramp up in January. Process adoption activities will continue through March. Will need to monitor possible impacts to other project work tracks given a high priority focus on this in early 2014 for the Service Management team.  
The January Release will activate Change Management in ServiceLink for the first group of users. AST Case Management will also be deployed, but use of this module will depend on the new rollout timeframes for the Shared Service Center.  
CSDC overall project planning is in full swing. Currently addressing Service Management resource contention with other ServiceLink work streams and developing an approach for defining the Service Catalog. Work on addressing ITScomm Remedy functionality has started, including BOM, Inventory and Time Tracking. Interviewing contractors will begin in January. |

† About Project Health:  
- **Green Check** indicates the project is progressing as expected. Significant risks or issues have not been identified or have been successfully mitigated.  
- **Yellow Question Mark** indicates an issue occurred, which has not been mitigated, that may impact the project with regard to scope, schedule, quality, resources, cost, or benefit.