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<tr>
<td>Flux Enhancements</td>
<td>Poulson, Lisa</td>
<td>Palms, Andy</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 (<a href="http://arc.research.umich.edu/">http://arc.research.umich.edu/</a>).</td>
<td>✅</td>
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<tr>
<td>Information Assurance</td>
<td>Castle, Jeff</td>
<td>Howell, Paul</td>
<td>Information and Infrastructure Assurance (IIA) staff continues to work with MiWorkspace performing discovery and implementation activities for new units adopting the MiWorkspace service.</td>
<td>✅</td>
</tr>
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</table>
| Cloud Computing        | Burch, Jennifer | Houser, Terry | **On-premise:**  
*Continued engagement and discovery workshops with units  
**Off-Premise:**  
*Began Wave 2 of Service Pilot which includes a larger and more diverse group of pilot users.  
*Worked with IT Services Portal to resolve open issues for ordering M+AWS.  
*Executed Communication Tasks. These will continue throughout the remainder of the project.  
*Completed planning for Release 1.1, the roll out of M+AWS GovCloud.  
*Revisited requirements for Release 1.2, which covers M+AWS Enhancements. | ✂️              |
# NextGen Michigan Status
## January 2014

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| Network       | Balten, Elizabeth | Palms, Andy | The team continues network discovery and migrations to support the **MiWorkspace rollout**:  
- Migration for Detroit Center is complete.  
- Migration continues with Facilities and Operations (Plant Operations, AEC, OSEH, PTS); LSA pilot units (Dean’s Office, Communication Studies, Development Marketing & Communications), Nichols Arboretum/Matthei Botanical Gardens.  
- Discovery complete for School of Education; in progress for University Libraries.  
- DHCP migration remains on hold for UHS.  
**Project's non-MiWorkspace workstreams in progress/on schedule:**  
- Network Tools - First of three phases for implementation of NetInfo2 is complete. Reassessing schedule for remaining deliverables based on ServiceLink implementation and Remedy retirement schedule.  
- Metrics and Reporting - Validating list of assumed reporting needs with targeted Central Administrative units which will inform the development of a Network reporting prototype. | ✓ |
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| End User Services      | Brennan, Dawn   | Kelly, Tim    | **Printing**  
*Completed account type classifications  
*Proposed multiple personal account hierarchy  
**Windows**  
*Set-up campus-wide Shared Admin design team and held kick-off meeting  
*Validated proposed solution for Virtual Machines  
*Completed Ability to Turn Off Forced Updates deliverable  
*Continued to develop design solution for User Groups and Permissions  
**Mac**  
*Completed AD groups manage specific machine access deliverable  
**Hardware**  
*Developed high-level overview of purchase tracking practices, purchase validation and purchasing strategy  
*Met with School of Education to review needed hardware packages and determined that no additional technology packages are required  
**Packaged Linux Service**  
*Began requirements discussion with MCommunity for authorization package  
*Completed AFS storage package and uploaded the package into the CodeBlue repository  
**Configuration Manager 2012**  
*Completed app conversion for Application Catalog  
*Began to test apps  
*Upgrade R2 in test and production environments |

Project Health†: [Green Checkmark]
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<td>MiWorkspace</td>
<td>Sterling, David</td>
<td>Kelly, Tim</td>
<td>The Central Admin Deployment Workstream is progressing as planned. Rollout is on-track with Nichols Arboretum and Matthaei Botanical Gardens in January and have engaged NCID and UCUCA for deployment later in the spring. The Academic Deployment is at risk. Started pilot deployments for Pilot 1 - LSA as well as beginning faculty deployments in Comm Studies and have completed deployments for the Dean’s Office and DMC. Furthermore, School of Education has elected to continue as a pilot, but the timeframe for their migration is TBD. Project is on-track for the 3rd Pilot unit, University Library, to begin migration in late March.</td>
</tr>
<tr>
<td>ServiceLink</td>
<td>Swaney, Jennifer</td>
<td>Carson, Cassandra</td>
<td>January Release was deployed successfully and Change Management is now active for existing ITSM users. New change in ITSM has been locked down. ITSM change records will be made read only on 2/14/14. Change Management process adoption activities are on track overall. Group #1 is prepared to use Change Management. Group #2 meetings are in progress. Process adoption activities will continue through March for nearly all of ITS (CSDC to follow later). Development iterations for Self Service Release (targeted for March) have started and the team will be watching how much progress is made in the iteration next week to validate release target dates. Request Fulfillment planning is in progress to organize priorities and tasks for request workflow run state support and assess subscription data needs CSDC: Finalizing release planning and overall project estimates</td>
</tr>
<tr>
<td>Customer Relationship Management</td>
<td>Byrkit, Mary</td>
<td>Ray, Phil</td>
<td>The Customer Relations (CR) team is piloting and executing new capability work that was defined in the fall (through December). This includes: -- Improved CR engagement within ITS: CR relationship managers have begun pilot meetings with ITS portfolio leadership for on-going, timely 2-way information sharing about customer needs and service plans. -- Expanded internal reporting about customer needs and feedback: In January CR updated the design of EARS; the new design will roll out in February. The new CR-related process to distill critical 'call to action' items on behalf of customers and move those to action through the Demand Management process was piloted, with the first request (Jumpstarting the Service Story) submitted in December and approved for definition in January. Detailed planning for an additional round of CR capability development is kicking off in February.</td>
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<td><strong>Indicates the project is progressing as expected. Significant risks or issues have not been identified or have been successfully mitigated.</strong></td>
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<td></td>
<td><strong>Indicates an issue occurred, which has not been mitigated, that <strong>may</strong> impact the project with regard to scope, schedule, quality, resources, cost, or benefit.</strong></td>
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