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<tr>
<td>Information Assurance Services</td>
<td>Castle, Jeff</td>
<td>Howell, Paul</td>
<td>The Information Assurance services project has concluded. The project has released IT Security Essential Services, IT Security Toll services, and security service components within the MiWorkspace service suite. Information and Infrastructure Assurance (IIA) staff members continue to participate in MiWorkspace discovery efforts. IIA staff embedded in various units across U-M in long term consulting engagements to serve as the unit’s IT security lead without units having to employ dedicated IT security staff. The IT Security Essential service is actively supporting the university by helping to identify security vulnerabilities across the university and helping units and individuals recover from adverse IT security events through our IT security incident response activities. More information regarding IT Security Services and the MiWorkspace service suite can be found at: <a href="http://services.it.umich.edu/">http://services.it.umich.edu/</a></td>
<td>![Green Check]</td>
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| Cloud Computing           | Burch, Jennifer  | Houser, Terry  | On-premise (MiServer & MiDatabase)  
*Continued engagement and discovery workshops with units  
Off-Premise: (Amazon Web Services)  
*Continued the Service Pilot and addressing areas for improvement prior to general availability  
*Completed Release 1.1 (AWS GovCloud) build and test activities and opened the service pilot up to GovCloud users  
*Confirmed the Service Unit Billing solution for AWS  
*Established the AWS Essentials Technical Workshop schedule for short term training that will be provided immediately following the general availability of AWS  
*Co-branding concerns raised at the end of February have resulted in impacts on the current project schedule. An impact assessment is being completed at the time of this report | ![Information Icon] |
### NextGen Michigan Status
#### February 2014

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| Network       | Balten, Elizabeth | Palms, Andy   | The team continues network discovery and migrations to support the MiWorkspace rollout:  
- Completed technical migration for Nichols Arboretum/Matthei Botanical Gardens.  
- Continued technical migration activities with Facilities and Operations (Plant Operations, AEC, OSEH, PTS); LSA pilot units (Dean’s Office, Communication Studies, Development Marketing & Communications); University Libraries; School of Education.  
- Completed technical discovery for School of Education and University Libraries. Discovery in progress for Bentley Library, National Center for Institutional Diversity (NCID), and University Committee on Use and Care of Animals (UCUCA).  
Project’s non-MiWorkspace workstreams in progress:  
- Network Tools - Continued progress on development of NetInfo2 tool. Addition of equipment tracking functionality to scope has extended completion date until June of 2015.  
- Metrics and Reporting - Efforts to validate list of assumed reporting needs with targeted Central Administrative units are on hold until Transition Project Manager position is filled. | ![Green Check] |
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| End User Services     | Marker, Paul    | Kelly, Tim    | Printing: *
*Continued developing the process to Sync MCommunity with PaperCut.
*Defined modifications available to Charge and Free print system accounts
Windows *
*Continued developing the ability to turn off forced updates
*Continue working on the design solution for User Groups and Permissions
*Completed Use Cases that will provide Administrative Access to Active Directory
*Build and started to test the Windows Virtual Machine solution
Hardware *
*Identified the need for a high-performance laptop for academic units
*Began to work with Showcase to ensure they have all approved MiWorkspace hardware configurations
Neighborhood IT *
*Determined support needed for University Library Unit IT systems
*Completed Organizational to Geographic Model Transition process and is now ready to pilot at Library
*Completed Unit Involvement in Neighborhood IT Personnel Decisions process and is now ready to pilot at Library
*Defined Customer Satisfaction Stabilization reporting metrics
Packaged Linux Service *
*Working with MCommunity team on the Authorization package
*Began to test AFS storage package
*Began to test automation to create new packages in Code Blue repository
*Started evaluating data disaster recovery solutions
Configuration Manager 2012 *
*Continued to perform final testing of catalog applications
*Moved Orchestrator test environment into production |
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<td>MiWorkspace</td>
<td>Sterling, David</td>
<td>Kelly, Tim</td>
<td>Central Admin Status: 1. Finalizing the planning and migration for remaining small departments - Bentley Library, Clements Library, NCID, UCUCA, DPSS (added in February) 2. Academic unit Pilots: 1. LSA Pilots (Dean’s office, DMC and Comm Studies) substantially complete. 2. School of Education is yellow because we are awaiting final go-ahead from unit financial analysis. 3. The first meeting with the SOE Faculty Technical Advisory Committee is scheduled for 2/26/14. 4. Library discovery is underway and Library pilot is on track to begin an April implementation. 5. The schedule for remaining units is at risk because there is still uncertainty about unit driven delays. The percentage complete will emerge as unit delays are identified and schedule adjustments are made. The first draft of schedule approach document is complete. Four different schedules, each using a different approach, are included. 6. Build work for Academic Redesign is on-target.</td>
<td></td>
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<tr>
<td>ServiceLink</td>
<td>Swaney, Jennifer</td>
<td>Carson, Cassandra</td>
<td>Project team is reviewing feedback received on the process adoption approach and determining adjustments and improved communications to be made going forward. Change Management Group #2 (AIS) plan for detailed team procedures and needs is being reviewed - most teams should still be able to adopt on 3/10/14 as planned. Self Service Release development iterations are planned to complete 3/7. Release is targeted for 3/27/14 but Accessibility and Usability testing feedback expected in the next two weeks could require additional development, pushing out the date for Self Service to be available. For CSDC, work continues on BOM (Bill of Materials) migration to ServiceLink, Service Catalog and Incident Management analysis. Wireless database decision is pending. Discussions have started specific to CSDC on the communication planning and operational readiness checklist.</td>
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<tr>
<td>Customer Relationship Management</td>
<td>Byrkit, Mary</td>
<td>Ray, Phil</td>
<td>The Customer Relations (CR) team is executing new capability work that was defined in the fall (through December). The first enhanced EARS report was published in February, with greater clarity around items requiring action. For these items, additional information is now included in EARS about actions taken to date, next actions expected and action ownership, including following up with the customer. Detailed planning began for the next round of CR capability development. Source documents about the CR capability and ITS imperatives are being consolidated, with the goal of defining the CR capability at various levels of maturity.</td>
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<td>Storage</td>
<td>Hankish, Debra</td>
<td>Houser, Terry</td>
<td>There are no confirmed storage migrations at this time. The discovery process was initiated with the Library and plans are to pilot the Universal Home Directory with their transition to MiWorkspace. The user interface of the Google Search Appliance has been raised as a concern by end-user representatives. The appliance, which was acquired to address the Spotlight search functionality lost to Mac users with the move to MiWorkspace, is not 100% identical to Apple's Spotlight tool. The functionality requires a mouse click of an Internet Explorer-like icon to access. If the results displayed from the search criteria is lengthy, users navigate to next page vs. scrolling. The project is on hold at this time while the solution is reassessed to implement as is, modify with custom programming or pursue another alternative.</td>
<td>✅</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.