### NextGen Michigan Status
#### April 2014

<table>
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<tr>
<th>Project Title</th>
<th>Project Manager</th>
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<th>Project Status (High-Level monthly status summary)</th>
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</table>
| Cloud Computing     | Burch, Jennifer   | Terry Houser  | **M iServer/M iDatabase:** Continued engagement and discovery workshops with units  
**M Cloud:** On 4/11/14, the team identified potential concerns with how Amazon Web Services (AWS) Consolidated Billing would work for U-M. It was decided to extend the project by 2 weeks to allow for additional time to assess the concerns and determine the best course of action, if any. Solutions were identified and the M Cloud - AWS support team is working on both short and long term actions, which will both be owned by the Service Management team. M Cloud stabilization will conclude on 4/28 and the project will close on 5/2, as planned.  
* Additional session of AWS Essentials Technical Workshop was held in early April. This training event was considered to be highly successful and there is currently a wait-list for future events. The service team will work with the Amazon account team to discuss additional future events like this.  
* The lessons learned survey and meeting were completed 4/17.  
This will be the last Project Status provided through the program office. Project Close out was completed and final review of executive summary is scheduled for 5/5/2014. | ✔️               |
| Network             | Balten, Elizabeth | Palms, Andy   | The team continues network discovery and migrations to support the MiWorkspace rollout:  
- Completed technical migration of network for Bentley Library.  
- 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 National Center for Institutional Diversity (NCID), and Clements Library. Discovery in progress for University Committee on Use and Care of Animals (UCUCA).  
Project's non-MiWorkspace work streams 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. | ✔️               |
| End User Services   | Marker, Paul      | Kelly, Tim    | **Printing:** Integration of MCommunity Groups and PaperCut is now complete, which will reduce the amount of administration time needed to manage users of PaperCut.  
**Windows:** The Windows Active Directory (AD) work is now complete. This work was needed to allow a user to delay automatic Microsoft Windows software updates when a user’s machine cannot be interrupted for an extended time (e.g., Research testing or analysis). The next step is to create a workflow process in ServiceLink to assist the Service Center agents in scheduling when to turn forced updates off and then back on.  
**Packaged Linux Service:** Linux Resource is now available full time to complete the Academic Packages needed for Linux Users.  
**Configuration Manager 2012:** The new self-service software catalog pilot at the Library is scheduled to start during the week of 5/5/2014.  
**Sites Windows Deployment:** One intern has started and four more are scheduled to start the week of 5/5/2014 to complete the 380 hours of effort needed to create the application packages needed to upgrade the Sites Windows workstations this fall. | ✔️               |
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<td><strong>MiWorkspace</strong></td>
<td>Sterling, David</td>
<td>Kelly, Tim</td>
<td>CENTRAL ADMIN STATUS: Complete implementation for Bentley and NCID. Finalizing the planning and migration for remaining small departments, Clements Library and UCUCA. DPSS (added to scope in February) planning is underway. Complexity of the unit will necessitate a very slow implementation.</td>
<td>➕</td>
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<tr>
<td><strong>ServiceLink</strong></td>
<td>Swaney, Jennifer</td>
<td>Carson, Cassandra</td>
<td>Project sponsors have agreed to cut down the scope of the final release, leading the project score to move to Green. For the rest of the project, process adoption will focus on Communication Systems and Data Centers (CSDC) only. Project closeout for the non-CSDC part of the project will be done during the month of May. CSDC BOM (Bill of Materials) user release is planned for 5/12/14.</td>
<td>✅</td>
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<td><strong>Customer Relationship Management</strong></td>
<td>Byrkit, Mary</td>
<td>Ray, Phil</td>
<td>Detailed planning continues to be pushed back for the next round of Customer Relations (CR) capability development due to ongoing CR participation in priority projects (e.g., customer satisfaction action planning, shared services governance). The planned approach for CR Capability development is to review documents that have been compiled from various sources about the CR capability and ITS imperatives, with the goal of defining the CR capability at various levels of maturity.</td>
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<td><strong>Storage</strong></td>
<td>Hankish, Debra</td>
<td>Terry Houser</td>
<td>The storage migration has been completed for the third Academic pilot, School of Education. There is one Central Admin unit migration in the storage migration process and plans are to migrate on May 28th. A potential solution for unstructured search capabilities for Mac users has been identified and is currently under evaluation. Based on early information, it appears to be a much better fit as opposed to the Google Search Appliance. The Universal Home Directory project is still in progress. The design has been completed and the security concerns have been addressed and resolved. The storage infrastructure is being assessed for needs to meet the overall needs of MiWorkspace. Once this is resolved, the Universal Home Directory can be rolled out to the future MiWorkspace customers.</td>
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- **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.