Agenda

• Laura Patterson
  – NextGen Michigan Overview and Update
  – Overview of the New Service Delivery Strategy

• John Gohsman
  – Hackett Study
  – Overview of Shared Services Model
  – Campus Opportunities
  – ITS Recommendations
  – Program Office

• Question and Answer Session

• Closing Thoughts
Mission Focused Investment

NextGen Michigan

Unit Products And Services
Shared Products and Services

Shared Infrastructure

Rationalize IT Across Campus

Organizational Structure
Alignment and Culture
Governance

Alignment and Culture
Information Technology Governance

UNIVERSITY INFORMATION TECHNOLOGY COUNCIL

- University IT Executive Committee
- Learning & Teaching
- Knowledge
- Research
- Clinical Care
- Information & Technology Services
- Unit IT Steering Committee
- Medical Center Information Technology
- Information & Infrastructure Assurance
- Administration

Executive Leadership  IT Provider  Mission Domain  Area Domain
Organizational Structure

IT Central Services

Michigan Administrative Information Services

Information Technology Security Services

ITS
FY10: Cut $7 Million from central IT budget
Rationalize IT Across Campus

NextGen Michigan

Unit Products And Services

Shared Products and Services

Shared Infrastructure

Rationalize IT Across Campus

ITS

Campus

Organizational Structure

Alignment and Culture

Governance
Service Delivery Strategy

Mission
Unique Services

Commodity Services

Mission
Unique Services

Commodity Services
Service Strategy

- Public Goods
- Toll
- Community
- Unit Specific
Shared Services

John Gohsman
Program Director, IT Rationalization
Hackett Results for U-M IT

- U-M-Campus*
- Custom Peers
- Other Organizations

World-Class

Effectiveness vs. Efficiency
What is a Shared Service?

From the “Provost’s Task Force on Creative Staffing and Shared Services”

“…a means of improving efficiency and service responsiveness in large, complex, and decentralized organizations, by consolidating back-office functions in a way that assures accountability and avoids the problems often associated with centralization of services…”

Characterized by:

• Focus on Customer Need
• Service Level Agreement
• Transparency of Cost and Quality
Shared Service Benefits

Benefits

- Focuses on both increased efficiency and service levels
- Optimizes sharing to achieve economies of scale
- Incorporates best practices
- Maintains end-to-end process integrity and control

Diagram:
- Centralized Model
- Distributed Model
- Shared Services Model

Axes:
- Scale & Efficiency
- Service & Perceived Responsiveness
Campus Opportunities

Opportunity

Consolidate and Rationalize IT for Central Administration

Benefit

Reduces overall costs and improves access to data

Recommended Projects

1. Consolidate central administration IT desktop support
2. Rationalize central administration applications
Campus Opportunities

Opportunity
Better Serve the Needs of the Academic Community

Benefit
Improves quality of services that meet common needs; reduces overall costs

Recommended Projects
3. Enhance high-performance computing (HPC) cyberinfrastructure and related consulting services
4. Enhance desktop and classroom support for academic units
5. Enhance academic and research administration application services
Campus Opportunities

Opportunity

Build a Sustainable Infrastructure

Benefit

Reduces the need for local IT to build and manage redundant commodity services

Recommended Projects

6. Unify E-mail, Calendar, and Related Tools
7. Consolidate Network Support to Allow Anyone to Access the Campus Network at Anytime and From Anywhere
8. Virtualize computing services across administrative and academic units
9. Rationalize ITS-Managed Storage
10. Migrate Local Server Rooms and Closets into Managed Data Centers
Campus Opportunities

**Opportunity**

Enable Foundational Capabilities

**Benefit**

Improved capabilities will help mitigate risk and assist with implementation of other recommendations

**Recommended Projects**

11. Establish a Common Identity and Security Management Across Administrative and Academic Units
12. Develop and Implement New IT Funding and Chargeback Model
ITS Recommendations

Opportunity

Improve Ability to Align With Customers

Benefit

Offer the Right Services at the Right Price with Quality

Recommended Projects

1. Organize and Manage Customer Relationships
2. Establish Better Defined Priority Setting and IT Investment Processes
3. Establish a Customer Focused Service Strategy and Service Offerings
ITS Recommendations

Opportunity

Improve Cost Efficiency and Transparency

Benefit

Develop simple, efficient, and transparent ways to manage cost

Recommended Projects

4. Establish Shared Service Financial Management Processes
5. Improve Resource and Capacity Planning
6. Establish Cost and Quality Metrics for Shared Services
ITS Recommendations

Opportunity
Drive consistent and dependable service quality

Benefit
Focus on making services efficient, scalable and manageable

Recommended Projects
7. Enhance Service Management Function
8. Enhance Operations and Availability Management
9. Manage Introduction of New Shared Services
10. Establish Unified Service Desk
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| Workforce Management        |
| Change Management           |
| Communications Management   |
| Program Operations          |
How Does All of This Impact IT Staff?

• New technologies and expanded IT services in research and teaching will open new career opportunities

• Retain staff members who are high performers and have the skills, knowledge and ability to excel at future IT work

• Build competencies and capabilities of IT professionals across campus to support NextGen Michigan

• Link workforce plans with customer expectations to ensure appropriate staffing
Questions?

We want your feedback.

Visit http://nextgen.umich.edu/
Future Leaders and Best