Planning for a number of new IT services is underway as a result of IT Rationalization and NextGen Michigan activities. As we’ve talked about the coming changes, leaders from across campus have articulated the importance of strong two-way communications and a collaborative approach to achieve better outcomes with better processes. A Unit Representative group will bring together individuals from campus organizations with NextGen project leaders to prepare our units, and the university as a whole, for the new IT services.

Charge:
As a designated Unit Representative, you carry the trust of your Dean, Director, or V.P. and the respect of your colleagues. You will bring to bear your strong communication skills; your relationships within finance, HR, and IT staff in your unit; and your relationships with campus peers. You’ll bring a deep understanding of your unit and your constituents, as well as a perspective on the changes and challenges we face together as a University.

As a group, the Unit Representatives will look ahead to important organizational and transition issues associated with the new IT services. We will take on a shared responsibility in these areas:

- **Communication**
  - Provide input and review on the IT projects’ key messages
  - Bring our administration, HR, and IT staff members into the conversation
  - Collect feedback from our constituents
  - Serve as a voice of our unit, within the Unit Representative group
  - Serve as a voice of the IT projects, within our unit

- **Supporting Constituents**
  - Assess impacts to our constituents; within the UR group build a shared understanding of those impacts
  - Anticipate points of friction with the coming changes and recommend approaches
  - Support events aimed at smoothing the transitions

- **Unit Readiness**
  - Take shared responsibility for unit readiness
  - Identify a Unit Readiness Coordinator for each of our units
  - Collaborate with our Unit Readiness Coordinators to carry out readiness activities
  - Provide input on go/no-go decisions for our units

Logistics:
The group will kick off in summer 2011 and operate through the deployment of the NextGen IT services, at least two years. Membership will include both administrative and academic units. Expect monthly meetings, with an overall effort of 2-4 hours most months. When IT services get especially close to deployment, some additional time and effort will be requested. Phil Ray, philray@umich.edu of the NextGen Michigan program office will convene the group.

Additional information about the coming IT services can be found on the [NextGen Michigan](https://nextgen.umich.edu) web site.