Unit Representatives Meeting

March 19, 2012
Agenda

• End-User Services Implementation
• Google Update
• Google Pilot: Lessons Learned (Q&A)
IT Rationalization Timeline

<table>
<thead>
<tr>
<th>Year</th>
<th>Phase</th>
<th>Activities</th>
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<tr>
<td>2012</td>
<td>1</td>
<td>Pilots: 3/5: Deploy collab. tools</td>
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<td>2</td>
<td>Build: Deploy to CENTRAL ADMINISTRATION</td>
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<td>Pilot &amp; continuous improvement</td>
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<td>4</td>
<td>Establish model for service: Use new model for FY2014 budget</td>
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<td>2013</td>
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<td>Build: Deploy to CAMPUS (Academic &amp; Classrooms)</td>
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<td>2</td>
<td>Pilots: Deploy new model</td>
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<td>2014</td>
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<td>Build: Email &amp; calendar migrations</td>
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**1 - Collaboration**
- Email & Cal.
- Docs
- Sites
- Groups
- Blogger
- Talk
- Box

**2 - End-User Services**
- Desktop
- Network
- Cloud/Servers
- Storage
- Security

**3 - ITS Capabilities**
- CRM
- Service Mgmt
- Operations & Availability
- IT Cost Mgmt
- Portfolio & Project Mgmt

**Calendar years**
How will this be rolled out?

UNIT PLANNING

*Iterative and collaborative planning with each Unit*

- Assess EUS offering & specific Unit needs
- Compare options for IT staffing
- Determine implementation details
- Tune plans to support faculty, staff, and students through the change

End-User Services Bundle

Calendar years
Common Implementation Approach

Discover current state of unit IT including:
- Hardware
- Software
- Printer services
- Executive Support
- Shared files
- Network
- Unit-­‐unique systems

Migration Planning
Configuration & Testing

User Adoption

Support & Stabilization

Discovery & Analysis
Common Implementation Approach

- Identify logical implementation groupings
- Schedule migration of individuals within groups
- Validate and communicate schedule
- Set up and test technologies to meet unit/department needs
- Package unit-specific software
Common Implementation Approach

- Rolling migration of users to standard image with unit-specific customizations
- End user training and communications
- Individualized user acceptance and orientation post-migration
Common Implementation Approach

- Discovery & Analysis
- Migration Planning
- Configuration & Testing
- User Adoption
- Support & Stabilization

- Post-implementation punch list activities
- Ongoing process and technology improvements
- Enhancements to knowledge management database
- Leadership receives reports on implementation progress and service quality/cost
EUS Unit-by-Unit Planning

Unit & ITS Leadership Engagement
- Assess EUS Offering & Unit Needs
- Compare Options for IT Staffing
- Staffing Changes, If Applicable
- Using our Guiding Principles

Technology & Implementation
- Discovery & Analysis
- Migration Planning Configuration & Testing
- Migration
- Support & Stabilization

Communications
- Leadership Messages
- Unit-Specific Communication Plan
- Targeted Outreach
- Migration Countdown
- Progress Updates, Tips & Feedback

Training
- Training for IT Staff
- End User Training
- Ongoing Training For New Staff

Roll-out
Post-Roll-out
Principle #1:

Retain staff members, regardless of unit affiliation, who are high performers and possess the skills, knowledge and ability to perform the available work, in both shared service providers and units.

Principle #2:

Build the knowledge, skill, abilities and personal effectiveness of IT professionals across campus to support the U-M IT goals.

Principle #3:

Engage Program, Academic and Administrative leadership in a collaborative process for defining approach, executing the transition process and making transition decisions.
Principle #4:

Implement workforce plans that ensure appropriate staffing and will:

• Involve units in decision-making to balance U-M and unit needs
• Provide as much advance notice as possible for affected staff
• Provide choice for staff, if and when possible
• Reassign staff members by transferring them from one position to another and/or from one unit to another whenever possible
• Exhaust options with the least disruption to staff first
• Use knowledge, skills and abilities of current staff to inform transition decisions, considering seniority only if skills are equal
• Provide information and assistance to affected employees
• Clarify new expectations for individuals, teams, customers, stakeholders, and sponsors
Principle #5:

Encourage high potential/high performing staff, irrespective of current unit/department, to apply for open positions at U-M.
Over the next few years, NextGen Michigan will bring some improvements to the technology we use to do our jobs, and changes to the technology skills we emphasize in our IT workforce.

We are actively preparing for this change and are committed to partnering with unit leadership, IT management, and IT employees to collectively match the right people with the right skills with the right opportunity at the right time.
GOOGLE UPDATE
So far, so good...

• >113,000 faculty, staff, and students can now access Google tools with their UMICH account

• Nearly **1 in 4 people** signed into Google as of March 12
Q&A with Pilot Units

Lara Nelson
Administrative Director
School of Natural Resources

Ruth Addis
Executive Director of Administration
Information & Technology Services
QUESTIONS & FEEDBACK