Today's Agenda

1. Updates & Announcements
2. Overview of services
3. Accelerated Implementation Discussion
Overview of Services
A starting point...

There is a high level of end-user service redundancy at U-M.¹

Note: These counts represent the cumulative number of services delivered by all providers across the university.

¹ Source: “IT Rationalization Project Approach and Preliminary Findings - Accenture Presentation to Provost and CFO”, 6/21/2010
Bundled Projects

- End-User Computing
- Network
- Storage
- Security
- Cloud

Implementation

- Leadership Engagement & Workforce
- Technology & Implementation
- Communications
- Training

Services

- Mi Workspace
- Mi Server
- Mi Database

Big Picture
MiWorkspace is a new service that supports a suite of desktop services we all use everyday, including **printing, network connectivity, storage, security, software, and desktop support.**
**Support Model**

**Executive & Faculty Users**
E.g., Faculty, Researchers, Sr. Leadership

**Mainstream users**
E.g., Average staff member

**Independent users**
E.g., Average undergrad student

**Tiered Support**

- **Customization**
- **Desk Side Support**
- **Service Desk and Self-Service**

**Highly-Leveraged Technology**

- “**Front-end**” Services (Desktop Support)
- “**Back-end**” Services (Network, Storage, Servers, and Security)
- **Foundational Support** (User support, request for service, operations, cost and quality transparency)
Key Support and Quality Expectations

- **Support Options**
  - Local Support Experts
  - Service Center Support
  - Self-Service
  - Executive-level Support
  - Core Infrastructure

- **Hardware Repair and Replacement**

- **User Onboarding**

- **Support response expectations for highest priority (outage) calls**
• Managed OS - Windows & Red Hat
• Migration service
• Backup and recovery
• Monitoring
• Upgrades
• Patching
• Disaster recovery
• Customer service through the Service Center
• All the features of MiServer, plus...
• Managed Database - MySQL & SQL Server, Oracle support planned
• Database maintenance
Roll-out Approach: Can we go faster?
Today's Objectives

- Discuss the Current Approach
- Discuss Alternatives
- Feedback
Consolidating end-user services into MiWorkspace will:

- Deliver $17.2 M annual gross savings for a one-time project cost of $14.4 M
  - $3.7 M in ongoing base to ITS to provide the service
  - $13.5 M net annual savings and cost avoidance

- Provide a consistent, well-defined user support experience that is managed to clearly understood expectations

- Capture multiple project benefits with a single change
Current Approach

Unit & ITS Leadership Engagement & Workforce Strategy

- Leadership Discussion
- Unit Kickoff
- Workforce and Employee Discussions and Decisions
- ITS Offers Extended
- Employees Become ITS Staff

Technology & Implementation

- Discovery & Analysis Part 1
- Discovery & Analysis Part 2
- Planning Configuration & Testing
- Roll out
- Support & Stabilization

Communications

- Leadership Messages
- General Awareness
- Targeted Outreach
- Countdown & Rollout
- Progress Updates, Tips & Feedback

Training

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

Approach requires 9+ months per unit.
We have been asked: How can we go faster?
Implementation Approach

Maximize Savings

All IT Staff report to ITS, users on standard technology

Alternate Approach

Minimize Disruption

Current Approach

Hire and Train New Staff to Run Service

Drives Benefit Realization

Rapid with Maximized Savings

Slower with Reduced Savings
Levers for change

People & Transfer Process -- Possibilities

- Finalize Central Admin. staffing decisions in aggregate in CY 2012
- Use job titles and expected savings/rates as basis for decisions
- Unit leadership escalates differences with project sponsors
Levers for change

Technical Activity -- Possibilities

- Standardize support and technology at the unit level
- Provide departmental level customization during roll out
- Service will satisfy individual customization post roll out
Levers for change

Others?
Feedback & discussion

- What steps do we need to take to make sure this approach is successful?
- What are risks or pitfalls we need to avoid?
- If we follow this strategy, what kind of support would your unit/workforce/users need?
Thank you
One Proposed Model
Would it work here?

Conduct Leadership and Workforce discussions across all Central Administrative Units up-front, prior to individual, rolling unit implementations

- Lean heavily upon the 2009 Business Case (focus on labor rather than non-labor)

- Presume “decisions” based strictly upon job titles – knowing that not all employee job titles reflect the full range of IT responsibilities

- Share initial "rates" which will come down over time; ITS provides savings to Provost Office
An Alternate Approach Timeline

**Workforce Decisions**
- CY 2012 – Finalize Staffing Decisions
- ITS Provides Data
- Unit Escalates Exceptions
- Final Workforce Decisions

**Technology & Implementation**
- FY 2013 –
  - T-2
  - T-1
  - Roll Out
  - Stabilization
- Discovery & Analysis
- Detailed Planning
- Roll Out
- Support & Stabilization

**Change/Communications**
- Plan to be Refined

**Training**
- Training for New Staff
- End-user Training
- Ongoing Training For New Staff

**1000 users monthly**