NextGen Unit Representatives

August 5, 2013
Today’s Agenda

● MiWorkspace Redesign for Academic & Research Units

● Workforce Planning Discussion

● Looking Ahead
MiWorkspace for Central Administrative Units

- Current MiWorkspace Service designed to meet the needs of central administrative units
- Currently supporting over 3,000 customers; targeting ~6,000 central admin customers by the end of 2013
- Recognized the need for specialization of the service to successfully accommodate the academic and research units. Therefore, we have undertaken a significant service redesign effort to ensure we meet campus needs.
Service Redesign Process

- Formed new project steering group to evaluate solution fit and expose gaps
  - Central Administrative Service as starting point
  - Included project team & >100 campus IT leaders and subject matter experts
  - Evaluated technologies, service features and support expectations
  - Applied lessons learned from central admin

- Iterative approach - requirements continue to emerge & evolve throughout build, pilot, implementation
Steering Group Evaluation Process

- Project experts presented current technologies, service features & support expectations
- Exchanged questions & answers to assure clarity
- Steering group members drafted the initial recommendations
- Vetted and prioritized recommendations with steering group & campus subject matter experts
- Project team used recommendations to develop proposed updated design
Redesign Summary

MiWorkspace Service Changes
● 4 new Service Features
● 7 significant technology enhancements

Workforce Transition & Deployment Process Adjustments
● Number of staff transitioning is 3x size of central admin
● Recommending 3-4 waves versus single engagement
● *Want to vet this approach today and bring back to NextGen Program Steering Group*
Service Changes

- Full-Service Laptop and Desktop - Windows and Macs
- Comprehensive Support Options
- Special Order
- Software Access
- Mobile & Remote Access
- Storage & Backup
- Network
- Printing
- Network Printing Devices
- Loaner Equipment
- Security
- Service Expectations

- Packaged Linux Service
- Classroom Computing
- Student Computing
- Manage Your Own Device (MYOD/BYOD)
Significant Service Changes

Existing Service Features - Technology changes required

- Fully-Managed Laptop and Desktop
  - Mac and Windows
    - Unique user ID management
    - Configuration Manager 2012 Upgrade
    - Improve user groups and permissions
    - Support for Windows VM on Macs
    - Shared administration for management platforms
- Printing - ability to charge to multiple accounts
- Storage - universal home directory for individual’s files

New Service Features

- Linux Packaging
- Classroom Computing
- Student Computing
- Bring/Manage Your Own Device* - Not in original scope

* Propose to change BYOD/MYOD to Partially Managed Device
<table>
<thead>
<tr>
<th>Risk Description</th>
<th>Mitigation Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational maturity of the service</td>
<td>- ITS has on-boarded a new executive focused on end-user support.</td>
</tr>
<tr>
<td>- IT maturity is generally measured on a 5 point scale</td>
<td>- Proposed schedule gives ITS one year to continue to work toward appropriate level of maturity.</td>
</tr>
<tr>
<td>- ITS goal is set as level 3 (proactive)</td>
<td>- Assessment and planning underway</td>
</tr>
<tr>
<td>- Current state is level 2 (reactive)</td>
<td></td>
</tr>
<tr>
<td>Current deployment approach not aligned to faculty expectation</td>
<td>- Faculty adoption of the new technologies is expected to be only 35% at maturity. This allows an extended timeframe for implementation.</td>
</tr>
<tr>
<td>- Speed of deployment requires a standard approach - faculty require higher levels of customization</td>
<td>- Partially managed Devices (BYOD) will give faculty an easy method to enjoy the features of the service without a full migration.</td>
</tr>
<tr>
<td>- Reliance on customer participation in process to change passwords and run discovery tools - Will be difficult to execute with faculty</td>
<td></td>
</tr>
<tr>
<td>- Large data repositories will require extended migration periods</td>
<td></td>
</tr>
<tr>
<td>Risk Description</td>
<td>Mitigation Plan</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Same project resources are involved in deployment and re-design.</td>
<td>● Continue to mature the MiWorkspace operational structure.</td>
</tr>
<tr>
<td>Classroom Computing consists of MiWorkspace providing classroom technology</td>
<td>● TBD</td>
</tr>
<tr>
<td>● Classroom service model relies on local instructional support staff to provide direct customer support.</td>
<td></td>
</tr>
<tr>
<td>● Not all small schools have local instructional support staff.</td>
<td></td>
</tr>
<tr>
<td>Not positioned to deliver manage your own device service (MYOD/BYOD)</td>
<td>● Initiate a MYOD/BYOD track within the MiWorkspace project.</td>
</tr>
<tr>
<td>● Faculty requirement to ensure adoption of service</td>
<td>● Will require additional project funding (would need to design and estimate)</td>
</tr>
<tr>
<td>Extended deployment timeline may have an impact on project budget</td>
<td>● Assess and estimate the additional costs for running the project for the extra time and review with steering committee.</td>
</tr>
</tbody>
</table>
Proposed Adjusted Timeline

- **FY14**: Summer - Fall - Winter - Spring
- **FY15**: Summer - Fall - Winter - Spring - Summer
  - **Pilots**: 1st Pilot starts in Fall, previously planned to start in Summer
  - **Deploy to Academic & Research Units**
- **FY16**: Summer - Fall
  - **6 Months Shift**
  - **Proposed End Date**
Workforce Planning Discussion
Workforce Transition Options

**Deep unit-by-unit discovery** BEFORE making any staffing decisions

- Work with **groups of units** rather than all the units at the same time
- Each **group** of units makes **staffing decisions simultaneously**
- Staff join ITS **when their unit migrates** to MiWorkspace

**Move ALL IDENTIFIED U-M IT staff into ITS en masse**, based on title

- Work with all **in-scope units** at the same time
- All units make **staffing decisions simultaneously**
- Staff join ITS **when their unit migrates** to MiWorkspace

**Central Admin Approach**
Proposed “Waved” Timeline

Wave 1
- Workforce decisions
- Wave #1 Prep
- Wave #1 Rollouts

Wave 2
- Workforce decisions
- Wave #2 Prep
- Wave #2 Rollouts

Wave 3
- Workforce decisions
- Wave #3 Prep
- Wave #3 Rollouts

- Pilots
- ALL Units workforce
- FIN Go-live
- HR Go-live
- HR/FIN Go-live

ITS Shared Services

AST
Option B: Employees become ITS staff close to their unit rollout
Option C: Employees become ITS staff close to decision
**Option D:** All units make staffing decisions simultaneously; employees become ITS staff close to their unit rollout.
Looking Ahead

• **Now-September**
  o Continued governance review
    • Deans, NextGen Program Steering

• **September: Expanded Unit Reps**
  o Pilot Units #2 and #3 should be identified
  o Proposed rollout schedule

• **TBD**
  o Updated lists - depending on how the workforce approach is tuned
Questions & Answers
Thank you!