NextGen Unit Representatives

November 18, 2013
Today’s Agenda

- MiWorkspace Technical Forum
- Project Horizon Update
- MiWorkspace financials for Academic Units
- Ideas/Examples of Unit IT focus, current and future
MiWorkspace Technical Forum
Project Horizon Update
at NextGen Unit Representatives Meeting

November 18, 2013

Terry Houser & Keila Walton
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<td><strong>Complete</strong> Plan Service Scope and Approach</td>
<td><strong>Complete</strong> Key Decisions</td>
<td><strong>Complete</strong> Develop AFS Tools and Communication Materials</td>
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- **Project Kick-off**
  - *ITS Newsletter article*
  - Introduce project to IT Commons

- **Share key decisions with IT Commons**
  - NextGen Newsletter article
  - Project site public
  - University Record article
  - Michigan Daily article
  - Target communication preview to IT Commons
  - Target communication to service customers
- **Quality of service customer contacts**
  - Used MCommunity group owners
  - Allowed people to indicate they are not the correct contact
  - Keeping track of “unclaimed” services

- **Ability to cascade information on campus**
  - IT Commons as a communication channel
  - Consider other, perhaps more informal channels

- **Ability to offer roadmaps & alternatives for contained services**
  - No ITS alternatives available, no roadmaps before containing services

- **Budgetary Impact on Units**
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● **Continue Some Project Horizon Workstreams as Planned**
  ○ Transition VaaS to MiServer
  ○ Transition MySQL to MiDatabase
  ○ Retire MBlog and CPPM

● **Pause Some Workstreams**
  ○ Restore all “Contained” services to “Active”
  ○ Will not bill for services at this time
  ○ Continue to intake better contact information for service objects (now optional for all customers)
  ○ **Service Deactivation (March 1 - June 30, 2014)**
    ■ Only deactivate services with *re-confirmed* Opt-out responses
● Engage with Campus to:
  ○ Reevaluate strategic direction for services
  ○ Develop appropriate roadmaps for all services in Project Horizon

● And so, we ask all of you:
  ○ With whom should we engage?
    ■ Who might you suggest for roadmap working groups?
Feedback / Questions & Answers

Contacts:

○ Terry Houser, Project Owner: thouser@umich.edu
○ Keila Walton, Service Manager: keilaw@umich.edu
○ Svetla Sytch, Project Manager: ssytch@umich.edu
○ Rita Girardi, Comm Lead: girardi@umich.edu
MiWorkspace financials for Academic Units - Update
Unit IT Focus - Current and Future School of Education
Unit IT Focus - Current and Future

LSA - Instructional Support
Unit IT Focus - Current and Future
LSA - Research Support
A New IT World...

David S. Sweetman, Ph.D., Director, Information Technology
Erin Dietrich, Manager, IT Advocacy & Research Support
College of Literature, Science, and the Arts
Which one is the leader bird?
Where in Eastern Europe is this?
Leadership is...

- Leadership is...
  - Administrative, top-down, efficient
  - Emergent, bottom-up, effective
  - Entangled (both at the same time)

- Centralization or decentralization?
  - Most everything is okay in moderation
Background on LSA

• ~2,000 faculty and staff, 650 GSRA/GSI
• ~60 departments, wide diversity
• Central IT organization of ~100
  – Desktop support, research IT, infrastructure
  – Previously central + departmental IT
  – Huge changes over last 1.5 years
• Focus/driver is greater mission-focus in context of IT Rationalization
Impetus for Advocacy

- “IT doesn’t understand my department”
- “IT isn’t there to serve us”
- Unmet needs – grant example
- Bottom line: IT wasn’t perceived as mission-driven
How LSA IT spends their time

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<th>Function</th>
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<th>Post-reorg</th>
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<tr>
<td>Advocacy/Outreach</td>
<td>0%</td>
<td>9%</td>
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<tr>
<td>Research Support</td>
<td>16%</td>
<td>26%</td>
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<tr>
<td>Desktop Support</td>
<td>22%</td>
<td>22%</td>
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<tr>
<td>Underlying Infrastructure</td>
<td>48%</td>
<td>30%</td>
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<tr>
<td>Other</td>
<td>14%</td>
<td>13%</td>
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<tr>
<td>Total</td>
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Who do I ask for help?

- ARS
- CSG
- DMC
- ISS
- CSCAR
- Infrastructure
- Advocate
- ITS
- MIS
- MLibrary
- Department IT
- Regional IT
- CRLT
- Researcher
Advocacy
Focus on your research...
...we’ll focus on the IT!
Personal Connection

Relieve the burden and guesswork

Aggregate common, broad needs

High-level of customer service
Process

Who
What
Where
When
Why
How
Questions
Answers
Campus Reactions

“Putting a human face to the service is the single most important thing any bureaucracy can do...” - Matt Lassiter (History Professor)

“This service and you reaching out shows that the University cares and is making efforts...this is disproportionately important right now at a time when faculty morale is quite low and they have a lot of technology challenges...” – Geoff Eley (Chair of History)
“Nancy has been a terrific advocate. I feel hope for the first time since we lost our full-time person in Pol Sci. She’s friendly, competent, and above all, responsive.”

-Barbara Koremenos (Political Science Professor)
Challenges

- Differentiating advocacy and the help desk
- Complementing and not perceived to be competing
- Collaboration among the advocates
- Balancing the need to say yes with the need to say no
- Quantifying the impact