NextGen Unit Representatives

April 2014
Today’s Agenda

● NextGen Cloud Project and Project Horizon (Terry Houser)

● Ross Discovery Process (Andrea Bolash, Ed Adams)

● Planning for IT functions that will stay in units (Karen Sloan)

● Lunch & Learns (Amy Peters)
NextGen Cloud Project Update

Terry Houser
Phase 1: MiServer & MiDatabase

MiServer/MiDatabase Progress Toward Business Case Targets
(Total annual savings and cost avoidance of $765,000 by FY20 based on $1,199.06 per physical server)

Savings are ongoing and cumulative. For example, FY14 number represents the total ongoing savings achieved in FY12, FY13 and FY14 combined.
Server Reductions
N=661

- Server Purchases Avoided due to MiServer/MiDB: 50%
- Virtual Servers Replaced with MiServer/MiDB: 22%
- Physical Servers Replaced by MiServer/MiDB: 18%
- Servers Retired (No Replacement Needed): 10%
Who is Using MiServer & MiDatabase?

- College of Engineering
- Law School
- Department of Public Safety
- LSA
- School of Public Health
- ITS: CTools, PeopleSoft, Wolverine Access, umich.edu...
Phase 2: M Cloud

U-M offering of public cloud services to university community. M Cloud today includes Amazon Web Services under U-M enterprise agreement.

Features:

- Protections for sensitive data types* under U-M agreement
- Direct billing via shortcode
- No overhead charges
- On-site training opportunities
Using Cloud Services: How to Start

1. Assess your business needs and total cost of ownership.

2. Focus on cost, connectivity, and usage patterns.

3. Develop strategy on how your unit will use public cloud.

4. Strategy should enhance the IT that differentiates your unit, not recreate services that are already available to your U-M campus.
What’s Next?

● Taking a step back and assess what we’ve done

● Possible future approaches include:
  ○ Improve/build out functionality within AWS
    ■ Active Directory, Shibboleth, Cosign, VPN, AMIs
  ○ Move up the stack - IaaS to PaaS
  ○ Look to new cloud vendors - Azure, Google
  ○ Combinations...
Project Horizon

Terry Houser
Current Status

COMPLETED:

- MySQL migrations to MiDatabase infrastructure (3/29/2014)
- Current state service maps complete
  - AFS, Web Hosting, Drupal, MediaWiki, Oracle Hosting
  - https://sites.google.com/a/umich.edu/horizon/service-maps

UNDERWAY:

- VaaS to MiServer
  - Strongly encouraging current customers to schedule migrations by 12/31/2014
COMING UP SOON:

● mBlog retirement - access to be suspended as of 5/1/2014
  ○ Will retain data through 5/1/2015

● Roadmapping of existing services
  ○ Soliciting cross-campus input & participation - surveys/mtgs
  ○ Expected completion by end of 6/30/2014
  ○ Final service designs and cost models to be vetted widely
Ross Discovery Process

Andrea Bolash and Ed Adams
Why this approach was used

- To ensure Unit Leadership knew service was a good fit before technical discovery and implementation activities began.
- Unit asked to be early adopter in order to be able to influence the service.
- To ensure a smooth implementation.
- Wanted to ensure MiWorkspace team had a good understanding of services currently provided so that service was not degraded.
Before leadership engagement and implementation activities began
Objectives

- Create inventory of Ross IT services
- Document relevant use cases/support scenarios
- Compare Ross IT Services with MiWorkspace Service
  - What is in/out of scope
  - How the service is provided in the unit
- Identify gaps to inform unit what services would remain and what staff was needed to run these services
Overview of Process

- **Embedded MiWorkspace Team member in Ross IT**
  - Sat and worked in help desk area and at concierge desk
  - Participated in team meetings
  - Attended service calls

- **Conducted Interviews**
  - Documented relevant business processes

- **Recorded Observations**

- **Met regularly with Ross IT and Unit leadership**
Q&A
Planning for IT Functions that Will Stay in Units

Karen Sloan
Workforce Discussions & Decisions

● CIO / Dean conversation

● Provide updated HR & financial info & agree to mutual timeline

● In-depth conversations about:
  ○ What’s in/out of the service
  ○ Unit-specific work and the right placement of staff

● Units make final decisions & inform staff

● Employee engagement activities begin:
  ○ ITS invites staff to “welcome session” with staff leaders
  ○ Set process for becoming ITS employees (offer letter, accept/deny, transfer)
  ○ Staff training & mentoring
Discussion:

What’s missing? What would be helpful that we haven’t yet discussed?
Lunch & Learns
Amy Peters
Questions & feedback
Thank you!