NextGen Unit Representatives

June 2014
Agenda

- Wifi Discussion
  Andy Palms & Alok Vimawala

- IT Shared Services Governance
  Phil Ray
WiFi Discussion
IT Shared Services Governance
Purpose of Shared Service Governance

- Provide **consistent channels** to voice concerns, gather feedback, and resolve challenges

- Clarify how **schools and units** provide guidance to ITS and participate in decision-making

- Cement a **strong partnership** between ITS and Campus through active engagement and partnership
Current Activities

1. Advise on the operations of select IT Shared Services. Focus on continuous improvement, service level expectations, and adoption
   - Collaboration Services: M+Box, M+Google
   - MiServer/MiDatabase, and Collaboration Services
   - MiWorkspace

2. Initiate basic reporting for services and establish communications norms

3. Plan to integrate with a single Shared Services Governance Council convened by the Provost
Advisory Groups - Main Focus

Advisory Groups address:

- Quality
- Cost
- Adoption
Creating Expectation for Campus

We hear from you and others on campus:
● Who made that decision?
● How do decisions get made?
● Why did that decision go that way?

We are asking advisory groups to:
● Show up with perspective, experience, and an open mind
● Listen and provide advice
● Engage their units and campus as a whole
● Collaborate with us to make the decisions that will best benefit all of campus
**Strategic & Shared Services Governance**

**Strategic Governance**
- Weigh the Strategic Benefit
- Make the Investment

**Shared Service Governance**
- Provide ongoing advice for ongoing services
- Focus on service levels & continuous improvement
- Engage on the specifics
- Recommend rate changes
Overview of Shared Services Governing Bodies

**Governance Council**
- Recommend cost recovery strategy to CFO/Provost
- Review performance against plans (e.g., SLAs, performance metric tracking, cost competitiveness)
- Recommend major improvements or discontinuation of service lines

**Advisory Groups**
- Discuss quality, cost, adoption
- Advise on service improvements and evaluate the need for new capabilities
- Provide feedback to ITS on enhancements

**Members:**
- **Meet quarterly (or as needed)**
  - Provost (chair)
  - Deans from APG Budget/Ops, Faculty, Admin. Reps

- **Meet monthly (or as needed)**
  - Campus experts & Unit Leadership
Current Activities - Status

1. Establish groups...

Collaboration Services: M+Box, M+Google
- Membership drawn from the Collaboration Forum
- First meeting was in May
- **Publishing** membership, charge, agenda, meeting notes, etc.

- MiServer/MiDatabase, and Collaboration Services
  - Planning to engage the IT Commons, as a whole or subgroup

- MiWorkspace
  - Catching up from MiWorkspace leadership transition
  - Want to include both IT and non-IT members
Activities - Status

2. Initiate basic reporting for services, and establish communications norms

Working with ITS staff assigned to reporting (primarily out of ServiceLink), and finance.

Have initial web presence
Activities - Status

3. Integrating with a single Shared Services Governance Council

Both AST and ITS will be working with this Shared Services Governance Council

Expect to work with Provost Pollock and Vice Provost Al Franzblau
Questions & Discussion
Other Concerns

Plus / Delta

Thank you!
Advisory Group - Details from the Charge

Providing guidance to support well-run services that meet the needs of campus and add value

- Provide input on cost, quality, and the adoption of services
- Facilitate feedback from faculty, staff, and students
- Help shape and align communications
- Help prioritize continuous improvement
- Evaluate cost and quality of service against expectations
- Identify changing conditions on campus that call for new or changed service expectations
- Recommend major enhancements requiring capital investment or changes to cost recovery
- Recommend any reduction in features or service