NextGen Unit Representatives

October 20, 2014
Today’s discussion

- Follow-up/updates from last month
- Workforce decision making process & update
- ITS Support Model
- Panel Conversation
Follow-up from Last Month

- Service Level Expectations
- MiWorkspace Implementation Schedule
Workforce Guiding Principles

**PRINCIPLE #1**: Retain staff members, regardless of unit affiliation, who are high performers and possess the skills, knowledge, and ability to perform the available work, in both shared service providers and units.

**PRINCIPLE #2**: Build the knowledge, skill, abilities, and personal effectiveness of IT professionals across campus to support the U-M IT goals.

**PRINCIPLE #3**: Engage Program, Academic, and Administrative leadership in a collaborative process for defining approach, executing the transition process, and making transition decisions.

**PRINCIPLE #4**: Implement workforce plans that ensure appropriate staffing

**PRINCIPLE #5**: Encourage high potential/high performing staff, irrespective of current unit/department, to apply for open positions at U-M.
Workforce Update

- How decisions are made
- How staff are supported
- Title / salary changes
- Workforce changes to date
  - No reductions in force to date
  - Natural attrition
  - Careful hiring of new staff
What is Neighborhood IT?

Neighborhood IT is the ITS desktop support model that has staff members located in units throughout campus to provide prompt, personalized, and desk-side customer service to faculty and staff.
“Neighborhoods”

Neighborhood IT staff located in units promotes rapid response times and enhances relationship-building between the desktop support IT employee and the customers they support.
Current Neighborhoods

- South Campus 1 (Wolverine Tower, SSC)
- South Campus 2 (ASB, Athletics, F&O)
- North Campus (Arbor Lakes, Housing, NCRC, F&O, etc.)
- Central Campus South (Library, Education)
- Central Campus West (Fleming)
- Central Campus East (everything else on central campus - Student Life, UHS, Rackham, etc.)

Neighborhood Map
How Many IT Staff Members Make up a Neighborhood?

6-12 staff members depending on the units supported and the geographic locations
Do Neighborhood IT Staff Stay Where They are Sitting Today?

Most sit where they did in the past - exceptions:

- Small teams
- Volunteerism
- Promotions
How does Neighborhood IT partner with:

- Service Desk staff
- MiWorkspace Engineers
- ITS Depot
- Unit IT
What does the role of Neighborhood IT manager include?

- Supervises staff
- Monitors the ticket queue for neighborhoods
- Ensures customer service expectations are met
- Escalates and resolves issues/complaints
- Facilitates hardware/software approvals and hardware refresh
- Serves as the ITS liaison with unit IT and unit leadership as it relates to the MiWorkspace service
Support Team - Panel

- John Hufziger - Director, Neighborhood IT
- Vlad Miskevich - Neighborhood IT Manager
- Amy Hamermesh - Neighborhood IT Staff - Central Admin
- Jim Hoyt - Neighborhood IT Staff - Academic Pilot
- Joe Gorde - Director of IT, School of Education
- Bob Jones - MiWorkspace Engineering
- Holly Schell - Service Desk
November Meeting Topics

- Academics and Research Enhancements
- Pre-Discovery Findings
Thank you