Collaboration Project

Next Gen Michigan Unit Representatives

November 21, 2011
Goals for Today

- Project Update
  - With a special focus on our approach to Change Management

- Three things we need from you by December 12
How will we prepare people for Google?

- We will adopt a multi-faceted approach to change management
  - Structured Communication Plan
  - Comprehensive Project Website
  - Classroom training
  - Online videos and materials
  - On site support *(Google Guides, Unit IT)*
  - Special audience support *(Admin Assistants, Deans)*
  - Service Desk
Leading up to the migration...

- A multi-month engagement in advance of each unit’s migration to Google email/calendar
  - Includes a set of planning meetings as well as a series of pre-packaged communications to key constituencies

- Comprehensive Website
  - Written materials such as FAQ, Best Practices, Known Issues, Tool Differences
  - Online videos for learning features and functionality of tools

- Training
  - For End users
  - For support personnel such as administrative assistants, local IT and staff volunteers
On Site Support

- Student and Staff “Google Guides” available at key locations to provide face-to-face help
- Local IT trained to answer questions (direct access to Tier 2 resources to streamline problem resolution)

Service Desk

- Streamlined to get people to members of “transition team” as quickly as possible

Executive Support

- Face-to-face engagement with specially designated leaders in each units (e.g. Deans)
Tentative Roll-out Timeline

- **Pilots**
  - Pilot 1.0 … January 16 (~200 people)
  - Pilot 2.0 … February 27 (~1500 people)

- **Students … March 5**
  - Students will migrate their own data
  - Their current mail system will be available until early fall, so they will have several months to make the transition

* At this same time, Faculty and Staff will also be given access to the Google Tools (except for Email and Calendar).
Faculty/Staff Mail and Calendar Migrations

- Group #1 … May 14 (~6000 people)
- Group #2 … June 18 (~6000 people)
- Group #3 … July 30 (~6000 people)
- Special Migrations… September 17 (~1000 people)
  - There are two or three local Exchange systems that will be migrated at this time
- Dearborn … TBD
Google is not an appropriate place to use unencrypted restricted data (e.g. HIPAA, ITAR)

UMHS recently deployed Outlook/Exchange
  - Service designed for use with HIPAA data
  - Deployment included schools of Medicine and Nursing

Our project has surveyed and interviewed units regarding their use of restricted data
  - Based on the input of their representatives, we identified which units should or should not use Google email/calendar
These groups will get all of the Google tools including email and calendar

- Students (Ann Arbor, Dearborn)
- Most Staff & Faculty (Ann Arbor)
  - Except for those units that are mentioned on the next slide.

Note: A few hundred users of ITAR data from these units have requested access to an ITAR-compliant email system. There are currently no centrally provided ITAR-compliant email systems on campus. (We have not yet added these people to any migration group.)
Who will only get a subset of the Google tools?

- The following groups will be given all the Google tools except for email & calendar
  - Those units already using UMHS Exchange
  - Health Management Research Center
  - College of Pharmacy
  - University Health Service
  - Office of General Counsel

- We are waiting for MCIT to provide an analysis of costs/service levels before planning for these units

- Some units have requested that some individuals from their unit get both Google and Exchange
Follow-up On Our Previous Requests of You…
Earlier in the fall, we requested that you nominate members for a Staff Advisory Group for the Collaboration Project

That group has met several times, and has provided direct feedback on the overall project timeline and change management plan

- We also have a student advisory group and a faculty advisory group that provide similar input

Thanks!
Earlier in the fall, we asked you to submit questions that you have about the Google implementation

We have been collecting them and adding them to our FAQ

Thanks and keep them coming!
Our New Requests of You…
Name someone to serve in the role of Unit Readiness Coordinator

- This role is responsible for readiness activities for all NextGen projects
- For the Collaboration Project responsibilities will include:
  - Ensure the unit is adequately preparing for the roll-out of Google (with help from Project Team)
  - Ensure the unit completes several documents including the pre-migration checklist, and unit readiness checklist
  - Participate in several planning meetings and review pertinent materials
  - Keep unit leadership up to date on unit’s preparation
Request #2

- Name someone to serve in the role of Technical Lead
  - This role will work with NextGen projects to identify unique unit technical issues related to each project
  - For the Collaboration Project responsibilities will include:
    - Work with Project Team to identify and address technical issues introduced by the move to Google
    - Complete technical sections of pre-migration checklist
    - Help oversee preparation of unit’s IT staff
    - Advise Unit Readiness Coordinator on the unit’s technical readiness
Name someone to serve in the role of Unit Communication Lead

Serve as the primary communication lead and coordinator for all NextGen projects

For the Collaboration Project responsibilities will include:

- Producing any unit specific communications (beyond communications from Project Team)
- Providing logistical support for go-live (e.g. deploy signs, identify training locations, review user lists)
- Advise Unit Readiness Coordinator on the unit’s overall readiness
Request #4

- Review the migration schedule for Google
  - We’ll send you your assigned migration date in an email within a week
  - Determine if there is an unusual, intense or unique local issue that would require your unit to migrate in one of the other two available migration windows
Summary of Requests

- By December 12, submit names to Phil Ray for the three specified roles
  - Some units may want one person to serve multiple roles, others may want to assign these to different people
- By December 12, notify Phil Ray if the migration window must be moved (to one of the two other options)
  - If we don’t hear from you, we will assume the designated migration date will work
We plan on coming back to this group several times over the next few months

If you have more questions before then, please feel free to contact our project team at:

googleteam@umich.edu

Or..

- Bill Wroblecki (billw@umich.edu)
- Dawn Brennan (dbrenn@umich.edu)
Appendix
Each phase has a standard two month “communication cadence.”

-8 weeks -7 weeks -6 weeks -5 weeks -4 weeks -3 weeks -2 weeks -1 week +1 week

* Prep for migration process, Google project website, planned communications
** Change overview, demos, Q/A, introduce Google Guides & Power Users