Unit Representatives

August 20, 2012
Today's Agenda

1. Demonstration of MiWorkspace
2. Proposed Rollout Schedule for Central Administrative Units
3. Central Administration calendar
Proposed Rollout Schedule for Central Administration
MiWorkspace, MiServer, MiDatabase, Security Services
Projects

- End-User Computing
- Network
- Storage
- Security
- Server

Implementation Effort

- Leadership Engagement & Workforce
- Technology & Implementation
- Communications
- Training

New Services

- MiWorkspace
- MiServer
- MiDatabase

Security Services
We are here
Central Administration

- ITS
- UHR
- Finance/Risk Management
- Audits
- Investment Office
- Development
- Alumni
- Rackham
- Student Affairs
- Academic Affairs
- Fleming
- Office of Student Publications
- Athletics
- OVPR units (those supported by OTT and Fleming IT Staff)
- Facilities and Operations
- Cultural Collections (Clements, Bentley, Museum of Art, Matthei, Nichols)
- University Musical Society
- ICLE
Rollout Approach for Central Administration

- Finalize Central Admin. staffing decisions in aggregate in fall 2012
  - Use job titles and expected savings/rates as basis for decisions
  - Unit leadership escalates differences with project sponsors
  - Will validate business case (labor portion) all at once

- Standardize support and technology at the unit level
  - Provide departmental level customization during rollout
  - Provide individual customization post rollout

- Return general fund benefit to Provost Office regardless of unit origination
  - ITS manages benefit (savings) after staff transfers
Feedback Themes

- Data-driven conversations are good
  - Concise, yet thorough supporting materials
  - Allow enough time for informed, unit-specific decisions to take place
  - Help units understand cost model
- Strong leadership engagement is important
- Need thoughtful placement of new ITS staff
  - Job titles mean different things in different depts. Help unit IT staff understand the options.
- Coordinate timing with other major changes
- Manage expectation for individual customization
What's coming up next...
August 22:

Central Administrative Advisory Group

- Anjali Anturkar, Student Affairs
- Catherine Spickard, Development
- Cheryl Soper, Financial Operations
- Curt Smitka, OVPR
- Jeffrey Moelich, University Audits
- Jerry Wood, Athletics
- Laurita Thomas, Human Resources
- Lynette Kosky, General Counsel
- Mary Lynn Krasny, Facilities & Operations
- Paul Robinson, Academic Affairs
August 27:
NextGen Michigan Program Steering

- Martha Pollack, Provost's Office
- Laurita Thomas, Human Resources
- Rowan Miranda, Finance
- Matthew Colin Comstock, Health System
- Ronald Fitzgerald, Provost's Office
- Tony Burger, Finance
September 12:
U of M Executive Officers

- Mary Sue Coleman, President
- Sally Churchill, VP and Secretary of the University
- Stephen Forrest, VP for Research
- Philip Hanlon, Provost and EVP for Academic Affairs
- E. Royster Harper, Vice President for Student Affairs
- Debra Kowich (interim), VP and General Counsel
- Daniel Little, Chancellor, University of Michigan-Dearborn
- Jerry May, VP for Development
- Ruth Person, Chancellor, University of Michigan-Flint
- Ora Pescovitz, EVP for Medical Affairs
- Lisa Rudgers, VP for Global Comms and Strategic Initiatives
- Tim Slottow, EVP and Chief Financial Officer
- Cynthia Wilbanks, VP for Government Relations
September 24:
Expanded Unit Representative meeting

- Central Administration Unit Representatives, plus:
  - Directors
  - HR leads
  - Finance leads
  - Tech leads
  - Communications leads
**Sept.- Oct.: Workforce Decisions**

### Workforce Activities:
**All Central Admin. Units**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Ongoing engagement with transitioning employees until all Central Admin. units are live</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Units Assess Data provided by ITS**
- **Units Escalate Exceptions**
- **Final Workforce Decisions**

**September 24:**

*Data will include:*

- Executive summary / key activities
- Financial / HR / technical information
- Talking points & FAQ

...to help you make informed decisions and communicate the process and outcome to your unit
Workforce Strategy
Guiding Principles

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.

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

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

4. Implement workforce plans that ensure appropriate staffing

5. Encourage high potential/high performing staff, irrespective of current unit/department, to apply for open positions at U-M.
**Average Unit Rollout**

- **Limited Preliminary Work**
- **Three Months** Significant Engagement Between Unit & ITS
- **Limited Stabilization Work**

**Discovery, Detailed Planning, & Roll Out**

- Unit size and complexity will affect engagement period.
- Large units (or groups of units) may see extended discovery/detailed planning and/or roll-out timing.
Average Unit Rollout: Activity

Limited Preliminary Work

- Leadership engagement
- Workforce activities:
  - Offer letters & acceptances
  - HR paperwork
- Communications planning & Web customizations

Three Months Significant Engagement Between Unit & ITS

- Technical Discovery
- Training for new IT staff
- Phased communications:
  - General awareness
  - Targeted outreach
  - Transition count-down
- Rollout
- Post-transition visits

Limited Stabilization Work

- Individual customizations
- Address remaining issues
Proposed Roll-out Schedule

- Includes input from Unit Representatives on:
  - Desired months for roll out
  - Scope and complexity data
  - Unique unit needs/concerns

- Meets most units' requested time frame
  - Spring/summer were popular requests

**Note:** ITS will require four dedicated implementation teams:
- Three teams to complete Central Admin. units in 2013
- A fourth team will be required to begin Academic/Research pilos in summer 2013
Pilot Calendar for Central Administration

(Note: The pilots used the 6-9 implementation calendar)

- ITS - 100 User Pilot
- ITS - Remaining 550+ Staff
- University HR (Pilot 2)
- Finance & Audit (Pilot 3)

We are here
Proposed Central Administration Implementation Calendar

Implementation Team 1

Finance & Audit (Pilot 3 - Old Model)

Division of Student Affairs
  Separate roll outs for:
  - Unions/Career Center (Apr)
  - Health Services (May)
  - Housing (Jun)

Facilities & Operations
  Separate roll outs for:
  (Depts as defined by F/O)
Proposed Central Administration
Implementation Calendar

Implementation Team 2

- Alumni Association Development
- OVPR Groups Supported by OTT

- Cultural Collections
  - Clements, Bentley, Museum of Art, Nichols, Matthai

- Academic Affairs (non-academic units)
  - Fleming, OVPR in Fleming & Student Publications
Proposed Central Administration Implementation Calendar

Implementation Team 3

Rackham

Assist with Facilities & Operations or shift to an Academic/Research Unit

Athletics
### Proposed Central Administration Implementation Calendar

<table>
<thead>
<tr>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
</table>

**Implementation Team 4**

- **Academic/Research Pilot - TBD**
Feedback or Questions?
Let us know! contact.nextgen@umich.edu