Unit Representatives Meeting

October 15, 2012
Agenda

- ITS Shared Services Rollout
  - Workforce Planning
  - Next Steps
  - Current Pilot Status: UHR
- Information Assurance Services
ITS Shared Services Rollout
ITS Shared Services

- **MiWorkspace**
- **MiServer MiFDatabase**
- **Information Assurance Services**
  - IT Security Essential
  - IT Security Consulting
  - IT Security DRBC Planning
  - IT Security Ethical Hacking
Workforce Planning Process

**Sept. 24:** ITS provided Unit-specific data to begin workforce discussions

**By Oct. 15:** Units & ITS check-in to address questions, escalate requests to retain employees and/or funding

**Nov. 2:** Units & ITS partner to finalize workforce decisions

**December & Beyond:** Ongoing activities and support for transitioning employees
Next Steps
## Roadmap

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<tbody>
<tr>
<td>Winter</td>
<td>Spring</td>
<td>Summer</td>
<td>Fall</td>
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<tr>
<td><strong>Build</strong></td>
<td><strong>Pilots</strong></td>
<td><strong>Deploy to CENTRAL ADMINISTRATION</strong></td>
<td><strong>Build</strong></td>
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</table>

- **MiWorkspace redesign for academic and research units**
Current Pilot Status: University Human Resources
University Human Resources Volunteers as First Pilot for MiWorkspace

A message from Laurita Thomas

The university is rolling out a new approach to delivering desktop services and support to campus and I’m happy say that University HR will be the first pilot in this transition. We will transition in September 2012, with the entire campus following over the next several years.

The new MiWorkspace service will help U-M stay on the leading edge of technology services, let us become more efficient in our work, and make the university a better place to work.

We have been through a lot of change recently with our move to Google and MiWorkspace is the "next step" in the the NextGen Michigan initiative that will help keep the University of Michigan the leaders & best.

Laurita Thomas
Associate Vice President for Human Resources
University Human Resources

Your Action Items from Marjory Falconer

<table>
<thead>
<tr>
<th>Action</th>
<th>Deadline</th>
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<tbody>
<tr>
<td>Run the MiWorkspace Software Identification Tool</td>
<td>8/24</td>
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</table>

Get Help

Call 4-HELP (734-764-4357) for all your desktop support and general computing needs, or visit our new one-stop Service Center.

Learn More

Hear about MiWorkspace from Laurita Thomas (3 minutes).

Your Transition Date

Find out the exact date of your transition.

UHR's "My Unit" page on the MiWorkspace website
NextGen
Information & Infrastructure Assurance Services

October 2012
Agenda

- Current State
- NextGen IIA Service Descriptions
# Shared Responsibility Pre-NextGen

<table>
<thead>
<tr>
<th>Program Component</th>
<th>IT Security Program Office Responsibility</th>
<th>Your Unit Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Incident Management</strong></td>
<td>Oversight and coordination of serious IT security incident response. Incident analysis and metrics. University-wide incident profile.</td>
<td>Reporting serious incidents to IIA. Establishing unit procedures and tools. Responding to unit incidents per University and unit procedures. Tracking incidents locally.</td>
</tr>
<tr>
<td><strong>Managed Security Services</strong></td>
<td>Conducting agreed upon security activities with pre-assigned resources from the security office to supplement unit resources.</td>
<td>Collaborating with IIA resources to deliver security services to a given unit.</td>
</tr>
<tr>
<td><strong>Risk Management</strong></td>
<td>Establishing risk assessment methodology (RECON) and providing assistance and consulting in its use. Creating consolidated risk profiles.</td>
<td>Conducting periodic risk assessments and implementing appropriate mitigation plans.</td>
</tr>
<tr>
<td><strong>Technical Security Services</strong></td>
<td>Providing a wide range of technical and physical safeguards to mitigate security risks such as vulnerability scanning, virtual firewalls, network-based attack recognition, penetration testing.</td>
<td>Implementing unit-level technical and physical safeguards including internal vulnerability scanning, virtual firewalls, and network-based attack recognition.</td>
</tr>
<tr>
<td><strong>Policy and Compliance</strong></td>
<td>Developing University-wide security policies and procedures and unit-level templates. Establishing compliance metrics and monitoring unit compliance.</td>
<td>Establishing and implementing unit-level procedures. Ensuring unit is compliant with University policies and regulatory requirements.</td>
</tr>
<tr>
<td><strong>Education and Awareness</strong></td>
<td>Sponsoring training and education. Providing communication materials to units. Maintaining the safecomputing website.</td>
<td>Ensuring training of security professionals. Conducting unit education and awareness activities.</td>
</tr>
</tbody>
</table>
IT Security Unit Roles and Responsibilities

- Information Security Unit Liaison
  - Unit focal point for coordinating security activities and communicating with unit leadership and ITS/IIA
  - Coordinating/overseeing security planning, communication/awareness, and risk assessments

- Information Security Administrator
  - For unit unique systems only
  - Conducting daily security activities
Security Community

**Examples:**
- Academic Affairs (Provost)
- Financial Aid
- Registrar

**Examples:**
- UMHS
- LSA
- College of Engineering
- Business & Finance

**Examples:**
- Business School
- Nursing
- Music
Volume of Sensitive Information About People

Number of People (records)
- High > 10,000
- Medium 1,000 – 9,000
- Low < 1,000
NextGen

Information and Infrastructure Assurance (IIA) is transforming its services through the NextGen Michigan program. The NextGen Michigan Information Assurance Project has defined a three-tier service approach designed to support a unit's security needs regardless of whether a unit has adopted the new shared IT services (e.g., MiWorkspace).

The three service tiers are:

1. IT Security Essential Services
2. IT Security Services within Shared IT Services
3. Additional Services for Unit Unique Services/Systems
IT Security Essential Services

Fundamental, basic security services for the entire campus regardless whether a unit adopts shared IT services. In the common good.

- Compliance Guidance
- Development of Policies, Standards, and Guidelines
- Hardening Guides
- RECON as a Service
- Security Incident Response (24x7x365)
- Education and Awareness
- Basic Network Monitoring and Protection
- Vulnerability Scanning
Shared IT Security Services

When a unit adopts the MiWorkspace, MiServer, MiDatabase or other shared IT service, IIA transitions from an IT security partner to the unit's primary IT security service provider for those systems, services, and applications that ITS manages.

- Compliance (e.g., HIPAA, EAR/ITAR, FERPA) +
- Education and Awareness +
- Enhanced Network Monitoring and Protection
- Risk Management
- Hardening +
- Data Loss Prevention
- Vulnerability Management
- Information Asset Classification of Sensitive Systems
Additional IT Security Services

Units who do not adopt MiWorkspace or other shared IT services, or have infrastructure/systems outside of these services, can acquire for-fee support from IIA to meet their unique unit needs.

- IT Security Consulting (was Managed Security Services)
- IT Security Disaster Recovery/Business Continuity (DRBC) Planning
- IT Security Ethical Hacking
Shared IT Security Services
Scope: MiWorkspace/MiServer/MiDatabase units

Additional IT Security Services
Scope: For-fee services to support units and infrastructure outside MiWorkspace

Functional Dependencies

IT Security Essential Services
Scope: Foundation Services provided to all university units
Thank you!
Extra Slides
Participating Units

- Academic Affairs
- Alumni
- Athletics
- Audits
- Cultural Collections (Clements, Bentley, Museum of Art, Matthei, Nichols)
- Development
- Facilities and Operations
- Finance/Risk Management
- Fleming
- Investment Office
- ICLE
- ITS
- Office of Student Publications
- OVPR units
- Rackham
- Student Affairs
- UHR
- University Musical Society
A Starting Point...

<table>
<thead>
<tr>
<th>Mission Services</th>
<th>Teaching / Learning</th>
<th>Research</th>
<th>Practice &amp; Service</th>
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<td>11 72 13 118 21</td>
<td>9 96 11 58 12</td>
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<tr>
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<th>E-mail / Calendaring</th>
<th>Research</th>
<th>IM / Web / Video</th>
<th>Information Services</th>
<th>Library / Research</th>
<th>Reports</th>
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<td>2 0 3 13 7</td>
<td>2 3 13 68 13</td>
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<td>Portal / Search</td>
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<td>Social</td>
<td>Content Mgmt</td>
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<tr>
<th>Infrastructure Services</th>
<th>Network / Telecom</th>
<th>Data Centers</th>
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**Note:** These counts represent the cumulative number of services delivered by all providers across the university.

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Why Shared IT Services?

- Improve IT service quality
- Repair the university’s fractured infrastructure
- Reduce cost and improve transparency
University Business Case

$127M = Estimated savings to U-M's bottom line over 10 years

$25M = Estimated annual savings from IT Rationalization

$13.5M = Estimated annual savings from MiWorkspace, MiServer/ MiDatabase, and IT Security Services ($4.1 is cost avoidance)

$2.1M = Estimated annual labor savings from Central Admin Rollout
What are the Shared Services?

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

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

New Services
- MiWorkspace
- MiServer
- MiDatabase

Information Assurance Services
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.
Workforce Rule of Thumb

Some unit staff may perform activities in their unit that are not covered by the new services. For these cases, a rule of thumb was developed to guide decision making.

- Does a position move?
- Does a person move?
- How are remaining activities covered?
Support for Transitioning Employees

● **November Town Hall Sessions**
  ○ Discuss Shared IT Services and what is happening in the next year
  ○ Nov. 16 & 19 (invitations to be sent early Nov.)

● **December & Beyond**
  ○ Ongoing activities to:
    ■ Minimize employee unease about the changes
    ■ Connect transitioning employees with future teams
    ■ Open lines of communications

● **Request for inclusion & flexibility**
  ○ Help employees retain ties to the units they serve
  ○ Encourage employees to attend engagement events (2-4 hrs/mo.)
What happens during an Average Rollout?

**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
ITS is committed to ensuring that transitioning employees have the training resources to be successful in their new roles.

- All new ITS staff members
- Neighborhood IT staff members only
- Network, storage, server administration, security, or service desk staff members only