Unit Representatives Meeting

November 2012
Today's Agenda

- Introduction to Customer Relations
- M+Google, M+Box Update
- Shared Services Rollout
- Employee Engagement
- Faculty Input for Academic Design
Introduction to CRM Team

Phil Ray
Karen Kuffner
Colleen McCormick
Customer Relations

- Consistent Connection
  - Regular point of contact for IT issues
  - Understand your unit - needs, goals, direction

- Build Shared Expectations
  - Are features, quality, and cost at the right level?

- Transparency
  - Honest and open discussions & partnership
  - How are we doing?
M+Google, M+Box Updates

John Gohsman
Client support for those who use assistive technologies

Provost reminder to faculty to "provide alternative options"

Provided guidance to Google on direction of accessibility efforts
More than 16,000 users!
Shared Services Rollout

John Gohsman
Current Status

- High interest in the service
- Agency units may opt out
  - Tend to offer lower level of service at lower cost
  - Fractured infrastructure and service quality concerns continue
- Small Units
  - 1-2 staff / application support
  - Bringing them into the service impacts costs but addresses fractured infrastructure and service quality
Updated Rollout Schedule

Refer to schedule in your blue folder

Points to Note:

- Schedule continues to be *tentative*
- Early unit dates are beginning to solidify
- Large units have a longer roll out windows
  (which allow departments to roll out in waves)
Employee Engagement

Amy Peters
Town Hall Topics

- Why does the university need Shared Services?
- What are the ITS Shared Services?
- When will the ITS Shared Services come to my unit?
- Workforce strategy & future roles
- Employee support & engagement
- Questions & Answers
Employee Engagement Strategy

Tell (Newsletter, Web)

Talk (Small Group Time)

Tech (Tech Forums)

Team (Social Events)

Group Size

Large

Individual/Small

Channels

Formal

Informal
Employee Engagement
Initial Schedule

December:
- **Week 1** - Shared IT Services Newsletter
- **Week 2** - What is MiWorkspace?
- **Week 3** - Small Group Meal Kickoff
- **Holiday Break**

January
- **Week 1** - Shared IT Services Newsletter
- **Week 2** - What is Shared IT Services Support Model?
- **Week 3** - Small Group Meetings/Meals
- **Week 4** - Whirlyball
Q&A Activity

What questions do you want us to be prepared to answer?
Looking Ahead: Academic Engagement & Faculty Input

**Academic units:**
To what extent would it make sense to rollout first to staff, and implement changes for faculty later?

How can we work with you to get faculty input from your unit?

**Administrative units:**
How have you successfully gotten feedback from faculty?
Thank you!