NextGen Unit Representatives

February 18, 2013
Today's Agenda

- Brief review: The case for Shared Services
- Sharing "the lists" & Next Steps
- Michigan IT, Elizabeth Loesch & Lisa Diglio
In 2010...

- 79 Security Services
- 60 Server Hosting Services
- 131 Storage Services
- 193 Desktop Support Services
- 125 Network Services
- 102 Help Desk Services

Note: These counts represent the cumulative number of services delivered by all providers across the university.

IT Investment should be smaller and more mission aligned...
Why Shared Services?

- **Improve** IT service quality
- **Repair** the university’s fractured infrastructure
- **Reduce** cost
Kicking-off Workforce Discussions
Sharing "the lists" & Next Steps
Michigan IT

Working together to provide IT services to faculty, staff & students
Converging Currents

- NextGen
- IT Rationalization
- CIO
- Unit IT Steering Committee
Charge from the CIO

- Begin to work together as the Michigan IT community.
- Create a strategic vision for Michigan IT with special emphasis on Mission Aligned IT.
- Engage the IT community in defining this vision.
- Draft a model for Michigan IT that can be included in the IT Strategic Plan.
Strategic Planning Group
A membership of campus IT leaders:

- David Sweetman, LSA
- Ted Hanss, Medical School
- Faye Ogasawara, AOSS, Engineering Units
- Bill Manspeaker, Arch & Urban Planning
- Stephen McClatchey, Pharmacy
- Francine Alexander, Assistant Provost, UM-Dearborn
- George DiGiacomo, IT Commons Representative
- Phil Ray, ITS Representative
- Elizabeth Loesch, Housing / DSA, - Lead
The university-wide “community” of IT professionals, groups, and services on all of our campuses.
Michigan IT ???

NOT!
Michigan IT

Allows the institution to leverage the collective benefit of all that IT contributes to helping the university achieve its global mission.
Michigan IT

Collaborates across departmental boundaries
Developing the Michigan IT Model

● **Vision & Principles**
  ○ what will Michigan IT become
  ○ what guides us to serve our customers

● **Roles & Processes**
  ○ when do we need to work together
  ○ how do we work together

● **Recommendations**
  ○ example: common ticketing system
Community Engagements

- **Next Gen Unit Reps** - Today
- **IT Commons** - Late February +1 week
- **Unit IT Steering Committee** - Early March +2 weeks

**General Community**
- **CIO Town Hall** - University community
  - March 18 +4 weeks
- **Michigan IT Town Hall** - IT community
  - March 25 & April 8th +6 & +8 weeks
Why did I tell you this?

- **Understand our initiative** - Information will begin to be communicated in the coming weeks so be prepared to answer questions.

- **Engage with your partners** - Do whatever engagement is appropriate with your Dean, leadership team & IT staff to create awareness.

- **Stay Connected**
Questions?
Questions or feedback?
Thank you for your time!