Communications, Rollout & Stabilization Activities

Rollout Activities
Every unit implementing ITS Shared Services completes similar activities in partnership with ITS to ensure a smooth transition. There are six key activities that take place.

Faculty and staff are busy people, we know they:
- Use technology to teach, learn, and work
- Can't afford their technology to be "down"
- Expect technology changes to be minimal
- Need specific software to do their jobs

We want to minimize the changes faculty & staff feel as your unit transitions to MiWorkspace. Here are the activities they can expect.

- Approximately **10-12 weeks prior** to the transition they begin receiving **communications** about the change. Web and email content will:
  - Come from people they know
  - Contain just the information needed
  - Provide specific directions for "to do" items
  - Tell you when the change happens for you

- Approximately **8 weeks prior** they will have 3-4 homework assignment, these are required “to do” items:
  - Ensure we capture the required software on their machine today by running the discovery tool.
  - Sync their passwords, if they have not already done so.
  - Ensure all data transitions smoothly by moving it to key locations.
  - Complete the sensitive data survey, if unit wants this completed by individuals.

- **One week prior** they will receive a reminder of the rollout date.

- **One day prior** they will receive a second reminder.

- The **day of their transition**, we’ll stop in to ensure everything is working properly, and all programs, data, and settings transitioned as expected. We have broad resources to help on day one:
  - A targeted welcome email with an embedded video including tips to get started.
  - Hard-copy getting started materials.
  - In-person visits to each individual to address any issues immediately and return faculty and staff rapidly to full productivity.

The leadership team will continue to meet during rollout to address emergent issues, discuss scheduling shifts, and make certain things are going smoothly. In **stabilization**, the unit and ITS leadership team will work together to:

- Resolve any "to do" items that require resolution
- Transition any final employees who may have missed their appointments
- Troubleshooting any outstanding issues before ITS moves onto the next unit for implementation

All of our hard-copy handouts have comparable Web, presentation, and/or video content located on this site.

**Pages:**
- IT Employees Moving to ITS >
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**Presentations:**
- Presentation Toolkit >
  Prezi: *What You Need to Know*