The MiWorkspace project completed their Academic & Research design documents in June 2013. In partnership with the End User Computing Steering Group¹ and roughly 100 campus technical subject matter experts, we are proposing to add four new features to MiWorkspace and some significant technical updates to enhance our offerings for the Academic & Research Units.

Proposed New Features of MiWorkspace for Academic & Research Units

- **Student Computing** -- Computing and support services to students, including wireless and wired connectivity to the U-M network, computing centers, printing*, and access to certain software. ITS will continue to provide computer hardware and software sales, consulting and repair through the Computer Showcase*. (*Additional fees may apply.)

- **Classroom Computing** -- Common infrastructure and support for classrooms that are available for shared scheduling and utilization (approximately 540 classrooms). This will include fully-managed lectern computer / podium computer (where applicable), Ethernet connections, wireless, and software. The cost of equipment and wiring will remain the responsibility of the unit.

- **Packaged LINUX service** -- Linux users will be able to download various Ubuntu packages, including Identification, authorization and authentication, Group authorization, Printing, Storage, 2-factor authentication, Backup, VPN access, and MWireless.

- **“Manage Your Own Device”** -- Individuals with personally-owned mobile devices will have access to the U-M wireless network and any resources that device is capable of supporting. For personally-owned laptops, in addition to U-M network access, the service will offer advanced capabilities such as easy access to U-M supplied network printing, email, calendars, access to certain applications, shared file access, and security guidance. Note: This feature is not within the scope of the October 2011 MiWorkspace business case and would require additional funding. Design work is underway and estimates will be prepared for decision by the CFO and Provost.

The proposed significant technical updates include:

- The ability to create multiple printing accounts for a single individual based on unique roles and/or funding sources (e.g., dual appointments or grant funding).
- User ID Management strategy allowing Macintosh users to connect to LINUX based systems.
- Shared administration of management systems allowing support groups outside the MiWorkspace engineering teams to support campus customers’ IT needs.
- A universal home directory storage model allowing faculty and staff with multiple appointments to access data across the university and easier access to data when employees change jobs.
- A Windows VM solution to allow the Windows MiWorkspace build to be run on other operating systems.
- Upgrading System Center Configuration Manager (SCCM) from 2007 to 2012 to allow us enhanced Windows device management capabilities.
- A common strategy for a more consistent method to manage user groups and permissions across campus.

¹ The End User Computing Steering group, led by Monika Dressler (LSA) and Steve Mattson (Engineering), consists of IT leadership from schools and colleges across U-M. Member list: [http://nextgen.umich.edu/projects/groups.php#usercomputing](http://nextgen.umich.edu/projects/groups.php#usercomputing)
Final approval of these recommendations is subject to review by governance groups. The design will be an iterative process, and we anticipate additional updates based on emerging requirements from campus, the EUC Steering Group, and lessons learned in our pilots. Continuous improvement is our objective for all ITS Shared Services!