Announcement At A Glance

What we are announcing

- This fall, U-M will begin to roll out new IT services to academic & research units that support faculty, staff, and students’ use of computing devices and the resources they use to access, store, share and secure their data.
- The new services include:
  - MiWorkspace, a comprehensive new service for desktop computing technologies and support.
  - MiServer and MiDatabase, two new services that allow units or individuals to run server and database systems in a virtual environment managed by ITS.
  - IT Security Essential, which is a university-wide service to protect data and systems, and IT Security toll services, which units can request and tailor for their unique security needs, including IT Security Consulting, IT Security Ethical Hacking and IT Security Disaster Recovery/Business Continuity Planning.

Why we are transitioning to ITS Shared Services

- This university-wide initiative is Michigan’s next step toward enhancing its technology environment while making IT function more efficiently. The goal is to keep Michigan on the leading edge of technology services and help us become more efficient in our work.
- The new ITS Shared Services will:
  - Provide widespread access to core technology, like wireless, up-to-date software and apps, printing, security, and easy access to files, and optional access to more specialized technology, like virtual servers or information security consulting -- so that units can focus on their individual needs
  - Provide a high-quality desktop computing and support experience for faculty, students and staff involved in increasingly collaborative and interdisciplinary work
  - Take care of the technical details -- the set-up, the access, the support -- so faculty, staff, and students can focus on innovations in their labs, libraries, and classrooms
- The university has been working diligently to contain costs for nearly a decade. As part of this effort, our executive leaders have challenged the CIO and IT professionals across campus to rethink how we can deliver core IT services in a more collaborative and standardized manner. Automating tasks that have historically required desk-side visits and sharing services will create efficiency and reduce the total number of IT staff needed for these activities.

When and How this is happening (timeline)

- **Central Administration**: Central admin units began transitioning to MiWorkspace in fall of 2012, and their feedback about the transition and the enhanced support has been very positive. We expect central admin transitions to be complete by the end of the 2013 calendar year. As of September 2013, approximately 6,800 U-M staff use the MiWorkspace service on over 5,200 devices.
- **Academic & Research Pilots**: A series of three academic and research pilots have kicked off this fall and will run through the spring of 2014. LSA, our first pilot unit, has identified three small groups of administrative staff and faculty to test the academic and research technical solution, beginning in November 2013. School of Education
will participate as our second pilot in February 2014. We are working to define our third pilot unit, which will begin in March 2014.

- **Academic & Research General Rollout:** Beginning in summer of 2014, MiWorkspace will begin to be rolled out to academic and research units, following a "waved" rollout schedule. Units will be grouped into one of three waves to determine any associated workforce changes, and will then transition to the service on a unit-by-unit basis. The proposed timing for each wave is below.
  - Wave 1 - Workforce decisions in Jan-Feb 2014 and roll out new service between July-Dec 2014
  - Wave 2 - Workforce decisions in May-June 2014 and roll out new service between Jan-Apr 2015
  - Wave 3 - Workforce decisions in Nov-Dec 2014 and roll out new service between May-Aug 2015

**About the transition to MiWorkspace**

- The transition to MiWorkspace is designed to be mostly transparent — and it should be much less of an ordeal than the transition to Google.
- For most people, the change will be fairly seamless — your computer(s) and software will be similar to what it is today; for others it may feel like an upgrade. You will gain access to new tools like “Follow Me” and scan-to-email printing, enhanced security features, and enhanced cloud storage. The biggest change is that you will call ITS at ‘4-HELP’ for desktop support when your unit migrates to the new service.

**Workforce Changes**

- The new services are bringing fundamental changes to how U-M provides IT services and the structure of its IT workforce. Some staff will continue to function as they always have, some will change their focus to new services within their unit, some will transition to ITS to support the new shared services, and some will choose other opportunities.
- Out of roughly 700 total IT employees within academic units, approximately 260 hold job titles that imply that they do work related to desktop, storage, security, networking, or servers. Staff who perform this type of work will likely transfer to ITS to perform the new services as part of their unit’s transition to MiWorkspace.
- Over time, as we gain efficiency through automation and standardization, we expect the ratio of customers to support people to increase. We will use natural attrition (e.g., employees accepting new positions, retirement, promotions) whenever possible when reductions in the total number of employees providing support is required. When any additional decisions on reductions in force are needed, they will be based upon knowledge, skills and performance; not unit affiliation or seniority. ITS will retain employees, irrespective of service, who possess the necessary skills, knowledge, and abilities to perform the available work which are not possessed to the same degree by other employees in the same classification.
- We are committed to the success of staff members across the Michigan IT community, regardless of unit or campus affiliation. ITS intends to build and retain motivated, talented, and reliable IT professionals, and encourage these professionals to seek career advancement when opportunities arise that the employee wishes to pursue.

**What this means for IT employees within Academic and Research units**

- Employees who do not perform tasks that will become part of the IT shared services will continue to perform mission-specific unit IT work as determined by their unit.
• Identified employees will officially join ITS about one month before their unit transitions to MiWorkspace. Once joining ITS, many of these employees will continue to be located in units throughout campus as part of the new “Neighborhood IT” team and provide desk-side support, while others will become supervisors, managers, or members of other IT teams and sit with their respective teams.
• Transitioning employees will have an opportunity to participate in an extensive employee engagement program before, during, and after their transition to connect with future teams, open lines of communications, and learn more about the new technologies and services.

Financial impact
• Current annual IT costs for the Ann Arbor campus, not including the Health System, are approximately $300M. Through IT Rationalization, U-M has committed to actions that would help the university achieve $13.5M in annual savings at project maturity.
• Central administrative units will return general fund benefit to the Provost’s Office regardless of unit origination, while academic and research units will be able to “keep” their savings. Auxiliary units will see a savings that should be passed on to their customers, where appropriate; they will also be assessed for a proportional amount of the initial capital costs of the IT rationalization project.
• The original rate projections for MiWorkspace were $1000 per year per person in your unit (for FY14). Headcount data is obtained from the Provost’s Office, based upon Human Capital Report. Updated projections are under review. Rates are projected to decrease in subsequent years as efficiencies are achieved. The targeted rate at maturity is between $800 and $900 (in today’s dollars). The cost of devices remains the responsibility of units.
• ITS began to bill for MiServer and MiDatabase in July 2013. Current rates are reflected in the table below. The first billing cycle will occur in September 2013.

FY14 MiServer & MiDatabase Rates
*Note: All sizes include the option for managed services and/or a dedicated database at no additional cost.*

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<th>Size</th>
<th>Description</th>
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| Small | 1 CPU, 2GB RAM, 50GB Storage  
Managed Operating System  
Optional Dedicated Database | $32.32/month |
| Medium| 2 CPU, 4GB RAM, 50GB Storage  
Managed Operating System  
Optional Dedicated Database | $58.66/month |
| Large | 4 CPU, 8GB RAM, 50GB Storage  
Managed Operating System  
Optional Dedicated Database | $110.34/month |
| Custom| 1GB Additional RAM | $13.17/month |
## Shared
- **Shared Database Instance**
- **Database up to 150GB in size**
- **$8.38/month**

## Storage
- **10GB of Storage**
- **$1.00/month**

### Learn more
- **Workforce transition, Employee engagement:** it.its.umich.edu/shared-services
- **MiWorkspace:** miworkspace.it.umich.edu/learn
- **MiServer/MiDatabase:** services.it.umich.edu/miserver/transition