Summary of IT Employee Engagement Activities

EMPLOYEE ENGAGEMENT

By making workforce decisions in Central Administration in the fall of 2012, prior to individual unit implementations, employees will know of a pending move to the ITS Shared Service Provider organization prior to making the actual shift in reporting. This may leave employees potentially feeling:

- Uneasy about the change and curious about how it will occur
- Disconnected from their current organization
- Uncertain about ITS, their future team, and how they fit in their future organization

By engaging with employees early, we hope to relieve some of the uncertainty and stress of this interim period. Regular activities and communications will be developed to help bridge the period between knowing of a move and making the actual move. Our hope is that the activities and communications will ease the transition. This will include activities which will help transitioning employees understand the change, their role in ITS, and the process for change.

PLANNED ENGAGEMENT ACTIVITIES

There will be monthly activities available for transitioning employees. A variety of vehicles to share information and build a sense of belonging and team will be used, understanding that different individuals will be comfortable with different approaches.

- **Communications** - a monthly newsletter will be provided for transitioning employees including available activities, employee profiles, project progress, technical updates, and news from neighborhood IT leadership.

- **Shared IT Services Technical Series** - one hour coffee break sessions hosted in the project space to discuss a particular technology element within the MiWorkspace, MiServer, MiDatabase, or Security Services. Typically will include an invitation with a high-level informational video followed by a live QA coffee break (1.5 hours). Topics will likely include: MiWorkspace, Shared IT Services Support model, MiServer/MiDatabase, Information Assurance Services, Window Platform, Mac Platform, Printing Platform, Network, Storage, and others.

- **Transitioning Employee Small Group Activity** - informal meeting between several transitioning employees and project leads. Typically an hour including breakfast or lunch - designed to allow time for QA and build relationships.

- **Transitioning Employee Social/Volunteer Activity** - an evening activity designed simply for fun - an opportunity to meet other future team members.
FALL 2012 ACTIVITIES

The following events are scheduled for the months of December and January. Invitations to each event will be sent to employees in the coming weeks. Additional events will be hosted in February and beyond. Activities may be modified over time based on feedback from transitioning employees. Suggestions for activities? Contact Amy Peters - adavoux@umich.edu

December

Week of December 3 - Initial Shared IT Services Newsletter

Wednesday, December 12

Event: Shared IT Services Technical Series

Topic: What is MiWorkspace?

Time: 8:30 - 10:00 a.m. or 12:30 - 2:00 p.m.

Location: ITS - Boyer Building Basement Team Room, 201 East Hoover, Ann Arbor

Wednesday, December 19

Event: Welcome & Mentoring Program Kickoff

Time: 11:00 a.m. - 1:00 p.m.

Location: Cottage Inn Michigan Room, 512 East William, Ann Arbor

January

Week of January 7 - Shared IT Services Newsletter

Wednesday, January 19

Event: Shared IT Services Technical Series

Topic: What is the Shared IT Services Support Model?

Time: 8:30 - 10:00 a.m. or 12:30 - 2:00 p.m.

Location: ITS - Boyer Building Basement Team Room, 201 East Hoover, Ann Arbor

Week of January 21
Event: Small Group Meals

Time/Location/Address: Invitations will be sent early January

Week of January 28 -

Event: Whirlyball

Time/Location/Address: Invitations will be sent early January

UNIT IMPLEMENTATION

Approximately four months prior to roll out of MiWorkspace, ITS and unit leadership will begin planning and transition activities. The timeline for employee transition activities is as follows:

3.5 Months Prior to Roll Out - Unit and ITS HR Begin Transition

3.5 Months Prior to Roll Out - ITS Sends Transfer Offer Letters

3 Months Prior to Roll Out - Employees Accept/Decline Transfer Offers

3 Months Prior to Roll Out - Future Supervisors Reach out to Transitioning Employees, if Supervisors are Different than Today

2.5 Months Prior to Roll Out - Transitioning Employees become ITS Staff

2 Months Prior to Roll Out - Transitioning Employees participate in technical discovery and detailed planning

2 Months Prior to Roll Out - Transitioning Employees begin Training