ITS Shared Services Town Hall for Transitioning Employees

November 26 & 28, 2012
Introductions

Please share your Name & Unit
Welcome

Laura Patterson
Chief Information Officer & Associate Vice President
NextGen Michigan Vision

- Unit Products and Services
- Shared Products and Services
- Shared Infrastructure
- Rationalize IT Across Campus
- Organizational Structure
- Alignment and Culture
- Governance

NextGen Michigan
Key Questions We Want to Address Today

- Why does the university need ITS Shared Services?
- What are the ITS Shared Services?
- When will ITS Shared Services come to my unit?
- Workforce strategy & future roles
- Employee support & engagement
- Questions & Answers
Why does the university need ITS Shared Services?
A Starting Point...

193 Desktop Support Services
79 Security Services
60 Server Hosting Services
131 Storage 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 Rationalization Goals

- **Improve** IT service quality
- **Reduce cost** and improve transparency
- **Repair** the university’s fractured infrastructure
What are the ITS Shared Services?
Information Assurance Services
When will my unit transition to ITS Shared Services?
Rollout Timeline

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- **Build**
- **Pilots**
- ** Deploy to CENTRAL ADMINISTRATION **
- ** Build **
- ** Pilots **
- ** Deploy to CAMPUS (Academic & Classrooms) **

CY 2012

- Winter: Build
- Spring: Pilots

CY 2013

- Winter: Deploy to CENTRAL ADMINISTRATION
- Spring: Build
- Summer: Pilots

CY 2014

- Winter: Deploy to CAMPUS (Academic & Classrooms)
- Spring: Build
- Summer: Pilots

CY 2015

- Winter: Fall
- Spring: Winter
Rollout Activity
(Average Unit)

- **Limited Preliminary Work**
  - Leadership engagement
  - Workforce activities:
    - Offer letters & acceptances
    - HR paperwork
  - Communications planning & Web customizations

- **Three Months Significant Engagement Between Unit & ITS**
  - Technical Discovery
  - Training for new IT staff
  - Phased communications:
    - General awareness
    - Targeted outreach
    - Transition count-down
  - Rollout
  - Post-transition visits

- **Limited Stabilization Work**
  - Individual customizations
  - Address remaining issues

Discovery, Detailed Planning, & Roll Out
Tentative Rollout Schedule

Refer to schedule in your blue folder

Points to Note:

- Schedule is **tentative**
- Early unit dates are beginning to solidify
- Large units have a longer roll out windows which allow departments to roll out in waves based on business cycles
What happens to me, my role, and my work?
Workforce Transition Guiding Principles

1. **Retain staff members, regardless of unit affiliation**, who are high performers and possess the skills, knowledge, and ability to perform the available work, in both shared service providers and units.

2. **Build the knowledge, skill, abilities, and personal effectiveness of IT professionals across campus** to support the U-M IT goals.

3. **Engage Program, Academic, and Administrative leadership in a collaborative process** for defining approach, executing the transition process, and making transition decisions.

4. Implement workforce plans that **ensure appropriate staffing**

5. **Encourage high potential/high performing staff**, irrespective of current unit/department, to apply for open positions at U-M.
## Employee Activities During Unit Implementation

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<th>4 Months</th>
<th>3 Months</th>
<th>2 Months</th>
<th>1 Month</th>
<th>Unit Rollout</th>
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<td>Unit and ITS HR begin transition activity</td>
<td>ITS extends Transfer Offer Letters</td>
<td>Transitioning Employees participate in technical discovery and detailed planning, and begin training</td>
<td>Transitioning Employees become ITS Staff</td>
<td>Employees Accept/Decline Transfer Offers</td>
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Roles for Transitioning IT staff

ITS Shared Services uses a tiered support model

Tier 1 Teams
- Transition Desk
- Service Desk

Tier 2 Teams
- Neighborhood IT
- Depot/Warehouse

Tier 3 Teams
- Engineering & Advanced Tech Support

Where Blue Goes 4HELP
Call, email, submit a service request online
Login and track your request at umich.edu/help
How will I connect with my future team?
Employee Engagement Strategy

Tell (Newsletter, Web)
Talk (Small Group Time)
Tech (Tech Forums)
Team (Social Events)

Group Size
Large
Individual/Small

Channels
Formal
Informal
Employee Engagement
Initial Schedule

December:
● **Week 1** - ITS Shared Services Newsletter
● **Week 2** - What is MiWorkspace?
● **Week 3** - Small Group Meal Kickoff
● **Holiday Break**

January
● **Week 1** - ITS Shared Services Newsletter
● **Week 2** - What is the ITS Shared Services Support Model?
● **Week 3** - Small Group Meetings/Meals
● **Week 4** - Whirlyball
Employee Training to Support New Roles

ITS is committed to ensuring that transitioning employees have the training resources to be successful in their new roles.

- All new ITS staff members
- Neighborhood IT staff members
- Network, storage, server administration, security, or service desk staff members
Employee Resources

Detailed materials available online

Click on:
"For IT Employees"
"Learn More - Media Room"

See something missing? Let us know!

miworkspace.it.umich.edu/learn
Q&A Activity

Please take 5 minutes to discuss as a table the following question:

If the implementation of shared services is successful in your unit - what will this look like?
Closing Comments

Laura Patterson
Chief Information Officer & Associate Vice President
Q&A Activity

Please take 5 minutes to write down what questions you have for us.

Take another 5 minutes to discuss questions as a table & group like topics.