High Level Summary of Rollout Approach

PURPOSE

The following document provides a high-level timeline and overview of the activities that are typically included in an average unit implementation. In this document, “T” refers to the date a unit shifts to the MiWorkspace support model (e.g. first day that end users begin going live with the MiWorkspace service).

Leadership Engagement Activities

- **T-4 Months** - Conduct Unit and ITS Executive meeting to review high-level overview and identify the Unit Leadership Team
- **T-3.5 Months** - Conduct Unit Kick-Off Meeting with Unit and ITS leadership to review the implementation process
- **T-2 through T-0 Months** - Conduct Go/Delay Decisions for technology project migrations (MiWorkspace, MiServer, Storage)

Workforce/Employee Activities

- **T-3.5 Months** - Unit and ITS HR begin transition activities
- **T-3 Months** - ITS Sends transfer offer letters
- **T-2.5 Months** - Employees accept or decline transfer offer
- **T-2 Months** - Transitioning employees become ITS staff
- **T-2 Months** - Conduct ITS orientation

Technology Activities

- **T-3.5 Months** - Conduct initial technology discovery for unit demographics, business cycles, process, policies, employee locations, and limited hardware and software information.
- **T-2 through T-0 Months** - Conduct detailed discovery for Hardware, Software, Printing, Storage, Cloud, Security, and Service Desk activities
- **T-1 through T-0 Months** - Conduct detailed rollout planning for departments and individuals

Training Activities

- **T-0 through End of Roll Out** - Provide hard-copy, email, video, and website training for end-users. A Neighborhood IT professional visits users on day one to ensure a smooth transition

Communications Activities

- **T-3.5 Months** - Personalize Unit website content
- **T-2 Months** - Publish Unit website content
- **T-2 through T-0 Months** - Send targeted email messages to introduce services, define tasks to get ready, identify individual transition timelines, and communicate rollout activities
- **T+2 Months** - Survey leadership, IT professionals, and end-users for feedback