Shared IT Services Announcement At A Glance

This document was developed for Unit leadership attending the Expanded Unit Representative Meeting on September 24, 2012

What we are announcing

- In 2012, the U-M began to roll out shared IT services to central administrative units to improve IT service quality, reduce cost, and repair the university’s fractured IT infrastructure.
- The new shared IT services include:
  - MiWorkspace, a new service that supports a suite of desktop services we all use every day, including printing, network connectivity, storage, security, software, and desktop support.
  - MiServer and MiDatabase, two new services that provide units virtual servers with managed operating systems or databases. Both services include support through the Service Center, and features such as monitoring, patching, and backup and recovery.
  - IT Security Essential, which is a campus-wide IT solution to increase security and regulatory compliance, and toll security services, which support a unit's specific IT security needs.

Who will participate in the shared IT services

- Services will be rolled out to central administration first, to ensure that services are stable and effective prior to deploying to academic and research units.
- The units that will transition to shared IT services as part of the central administration rollout include:

<table>
<thead>
<tr>
<th>Administrative Unit</th>
<th>IT Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Affairs</td>
<td>Facilities and</td>
</tr>
<tr>
<td>Alumni</td>
<td>Operations</td>
</tr>
<tr>
<td>Athletics</td>
<td>Finance (Pilot)</td>
</tr>
<tr>
<td>Audits (Pilot)</td>
<td>Fleming</td>
</tr>
<tr>
<td>Cultural Collections (Clements,</td>
<td>ICLE</td>
</tr>
<tr>
<td>Bentley, Museum of Art, Matthei,</td>
<td>Investment Office</td>
</tr>
<tr>
<td>Nichols)</td>
<td>ITS (Pilot)</td>
</tr>
<tr>
<td>Development</td>
<td>Office of Student</td>
</tr>
<tr>
<td></td>
<td>Publications</td>
</tr>
</tbody>
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  ○ OVPR units
  ○ (supported by Office of Tech.
  ○ Rackham
  ○ Student Affairs
  ○ UHR (Pilot)
  ○ UMS

When and How this is happening (timeline)

- **Pilots:** MiWorkspace and MiServer are live in UHR, and are being piloted in ITS, Finance, University Audits, and the Investment Office in November/December.
- **Central Admin.:** Central administrative units finalized workforce decisions related to these new services (i.e., which IT staff will remain in their unit, and which staff will transition to ITS when their unit transitions to MiWorkspace) in early November. Implementation and transition to MiWorkspace will happen on a unit-by-unit basis throughout the 2013 calendar year.
- **Academic/Research:** Beginning in fall of 2012, MiWorkspace will be redesigned to meet the needs of academic and research units, which could include adjustments to the support model, rollout approach, and additional technical requirements to meet research and classroom needs. We expect to pilot MiWorkspace with Academic units beginning in summer 2013.
Why we are transitioning to Shared IT Services

- The goal of shared IT services is to reduce the overall cost of IT and improve service.
- 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.

What is Workforce transition

- Our new shared IT services are bringing fundamental changes to how U-M provides IT services, as well as in 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 IT services, and some will choose other opportunities. Using titles, we identified 66 of 229 IT staff in central administration who potentially could transition to ITS in the 2013 calendar year (less than 30% of IT staff). 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 Central Administrative units

- Little will change for employees who do not perform tasks that will become part of the shared IT services. These employees will continue to perform mission-specific unit IT work as determined by their unit.
- Identified employees will officially join ITS about two months 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.

What this means for IT employees within Academic/Research units

- The service will be redesigned for academic and research units beginning in fall 2012, which will include discussions around the support model. The approach for workforce transition for IT staff in academic/research units will be decided after reviewing the process used for central administration.

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 the opportunity to reduce annual IT spend by up to $25 M ($127 million savings to the bottom line over 10 years).

• By implementing MiWorkspace, MiServer/MiDatabase, and Information Assurance services (Phase 1 of IT Rationalization), we expect to see annual savings of $13.5 M ($4.1 of which is cost avoidance), which will be fully achieved by FY16. The original business case identified $2.1M in savings from central administration labor costs; we expect to achieve that through this process.

• 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.