## Unit Discovery & Detailed Planning Activities

In Technical Discovery we pair unit IT employees with deep ITS experts for Windows, Mac, software, printing, network, storage, security, and service desk to review all unit hardware, software, and other technology to define how each unit is unique and ensure we don’t break any that works today when we make changes. The unit IT lead will likely participate in discovery and bring back larger decisions about technology, new hardware, or emergent issues back to the larger unit leadership team to discuss.

In Detailed Planning, the leadership team helps develop detailed schedules both at the departmental, team, physical location levels and to the individual. It helps us identify unique department, team, and individual needs to ensure we have a timeline and plan for every single employee such that they have all of their programs and data needed to continue to do their jobs.

Technical Discovery and Detailed Planning typically begin nine weeks prior to the first computer transitioning to MiWorkspace, below is a list of the meetings that typically occur as part of this process.

<table>
<thead>
<tr>
<th>Teams/Weeks</th>
<th>9 Weeks Prior</th>
<th>8 Weeks Prior</th>
<th>7 Weeks Prior</th>
<th>6 Weeks Prior</th>
<th>5 Weeks Prior</th>
<th>4 Weeks Prior</th>
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<th>Roll Out Week(s)</th>
<th>Total Estimated Time for Activities</th>
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<tbody>
<tr>
<td>Unit &amp; ITS Leadership</td>
<td>Standing Leadership Meeting (1 hour)</td>
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<td>Estimated 15 hours for leadership meetings.</td>
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<tr>
<td>End-User Computing (Hardware &amp; Software)</td>
<td>Preliminary Discovery Workshop (2 hours)</td>
<td>End-User Computing Team Discovery Meeting 1 (1 hour)</td>
<td>End-User Computing Team Discovery Meeting 2 (1 hour)</td>
<td>EUC Detailed Planning Meeting 1 (1 hour)</td>
<td>EUC Detailed Planning Meeting 2 (1 hour)</td>
<td>EUC Detailed Planning Meeting 3 (1 hour)</td>
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<td>Estimated 25 hours of meeting time for discovery &amp; detailed planning activities.</td>
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<tr>
<td>Printing</td>
<td>Transitioning Unit IT Employees</td>
<td>Print Team Discovery Meeting 1 (1 hour)</td>
<td>Print Team Discovery Meeting 2 (1 hour)</td>
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<td>Estimated additional 25 hours of research time to gather requested data. (includes hours listed on next page)</td>
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<td>Networking</td>
<td>Network Team Discovery Meeting 1 (1 hour)</td>
<td>Network Team Discovery Meeting 2 (1 hour)</td>
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<tr>
<td>Storage &amp; Server</td>
<td>Storage &amp; Server Team Discovery Meeting 1 (1 hour)</td>
<td>Storage &amp; Server Team Discovery Meeting 2 (1 hour)</td>
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Leadership meetings begin at approximately 14 weeks prior to roll out and continue on a bi-weekly basis through rollout and stabilization.

Meetings ensure ITS and Unit leadership are working together to accommodate unique unit needs, work within appropriate business cycles, manage risks, and make the best possible decisions for administrators, researchers, faculty, staff, and students.

Technical Discovery and Detailed Planning:
- Build detailed migration plans for each individual
- Review individual hardware, software, hand-instalations in preparation for migration activities
- Assist in developing individual transition timelines

Activities will include:
- Create/review a list of supported unit hardware and devices
- Review custom unit builds & use cases
- Identify unit IT leads for Windows, Mac, software, printing, network, storage, security, and service desk
- Document information on unit license management
- Identify known software issues (e.g., 32 bit vs. 64 bit issues, network restricted, or vendor specific applications)
- Define unit policy for administrative access

Printing Activities will include:
- Identify current networked printer hardware, makes, and models (approximate numbers for each)
- Define any printers provided through Managed Print Service
- Discuss if faculty/staff routinely carry their MCard
- Conduct a unit printing site survey
- Develop unit printing transition timeline

Networking Activities will include:
- Review whether unit network is connected to the UM network via an off-campus connection (T1, T3, Bridgeview, etc.)
- Define if any specialized network or security equipment (e.g., virtual private network (VPN) concentrators or firewalls)
- Develop network transition timeline

Technical Discovery:
- Pair unit IT employees with deep ITS experts for Windows, Mac, software, printing, network, storage, security, and service desk to review all unit hardware, software, and other technology
- Define how each unit is unique
- Ensure we don’t break any that works today when we make changes

Detailed Planning:
- Develop detailed schedules both at the departmental, team, physical location levels and to the individual
- Identify unique department, team, and individual needs
- Ensure we have a timeline and plan for every single employee such that they have all of their programs and data needed to continue to do their jobs

Estimated 25 hours of meeting time for discovery & detailed planning activities.

Preliminary Discovery Workshop:
- Designed to provide context, scope, and scale for all discovery activities.
- Build a list of core software applications that unit departments, groups, and individuals will need
- Document information on unit license management
- Identify known software issues (e.g., 32 bit vs. 64 bit issues, network restricted, or vendor specific applications)
- Define unit policy for administrative access

Concluding Discovery Workshop:
- Build detailed migration plans for each individual
- Review individual hardware, software, hand-instalations in preparation for migration activities
- Assist in developing individual transition timelines

Estimated additional 25 hours of research time to gather requested data. (includes hours listed on next page)
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### Storage & Server

**Preliminary Discovery Workshop**

- IIA Team Discovery Meeting 1 (1 hour)
- Knowledge Team Discovery Meeting 1 (1.5 hour)
- Knowledge Team Discovery Meeting 2 (1.5 hour)

**Detailed Scheduling**

- Detailed Scheduling Team Meeting 1 (1 hour)
- Detailed Scheduling Team Meeting 2 (1 hour)

### Information Assurance

**Knowledge Team Discovery Meeting 1**

- Define key groups and business cycles to work around
- Build individual schedules and customers/devices to be deferred
- Finalize unit, department, and individual schedules for communication

### Knowledge & Service Desk

- Notes on your current unit support model
- Identify current unit tools used for ticket tracking, customer support
- Discuss how unit support requests are made today (e.g., phone, email, self-service, web) and average call volume
- Create unit specific knowledge documentation

### Detailed Scheduling

- Define key groups and business cycles to work around
- Build individual schedules and customers/devices to be deferred
- Finalize unit, department, and individual schedules for communication

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**Testing & Site Orientation**

- Test MiWorkspace build on unit network
- Tour unit facility to identify locations, access, security, etc.

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**Storage & Server Activities**

- Review which storage solution your unit is using today (e.g., mainstream, value, Andrew File System (AFS), or other local storage)
- Discuss information on the volume/share names of existing storage
- Identify current total size of your existing storage space
- Develop storage transition timeline
- Inventory of physical or virtual unit servers
- Define number of servers currently owned and operated
- Determine total size (e.g., GB) in unit servers
- Identify type of server operating systems you are running
- Define servers moving to MiServer/MiDatabase & develop server transition timeline

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**Testing & Site Orientation Activities**

- Test MiWorkspace build on unit network
- Tour unit facility to identify locations, access, security, etc.