Academic Redesign
Executive Summary of
EUC Steering Group Recommendations

Academic & Research Redesign - Executive Summary

What was the Academic & Research Redesign effort?
The End User Computing Steering Group originally met in 2011 and 2012 to assist in the design of the MiWorkspace Service for Central Administrative Units. They reconvened in 2013 to produce a list of recommendations to extend and enhance MiWorkspace for Academics and Research.

The 20 person Steering Group, along with approximately 100 IT experts from across campus, evaluated various technical and support components of the service to ensure that it could meet the unique needs of University of Michigan faculty and researchers working in classroom and labs across campus. Aspects of the service which were evaluated included:

- Windows Platform
- Macintosh Platform
- Hardware
- Software
- Storage
- Printing
- Network
- MiServer/MiDatabase
- Security
- Roll Out
- Discovery
- Neighborhood IT & Support
- Manage (Bring) Your Own Device
- Linux
- Classroom Support
- Research Lab Support

The Steering Group provided 101 recommendations which included:

- 67 recommendations that addressed existing MiWorkspace Technologies
- 7 recommendations that addressed implementing existing MiWorkspace technologies in a Research Environment
- 5 recommendations that addressed a MiWorkspace Linux Platform
- 12 recommendations that addressed Classroom Support
- 5 recommendations that addressed the Manage (Bring) Your Own Device Project
- 5 recommendations that addressed ITS Projects outside MiWorkspace

Recommendations Related to Existing MiWorkspace Technologies
The Engineering Team reviewed the 67 recommendations related to existing MiWorkspace Technologies and 7 recommendations for implementing MiWorkspace in research labs.

They divided these into five categories:

- 55 Complete
- 3 In Progress
- 7 Awaiting Use Case to Design Around
- 2 Maybe
- 7 Not in Scope

Note: An asterisk next to the Complete icon denotes an alternate solution to the recommendation was implemented.

For a high-level overview of all recommendations, review the Academic Redesign - List of Recommendations. For complete details on each recommendation and the full ITS response, review the Academic Redesign - Detailed End User Computing Steering Group Recommendations Report.

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Recommendations Requiring a Larger Development or Support Effort
There were three categories of recommendations that were related to a larger development or support effort, these include:

Linux
Five recommendations requested the features campus desired in a future MiWorkspace Linux Platform. The joint recommendation from the Steering Committee and the MiWorkspace Engineers was not to build a fully managed Linux Service, rather to focus on easily deployable Linux packages for the features desired by campus. Packages are in progress, and most are being tested at this time. Once testing is complete implementation plans will be developed to deliver these technologies to interested Linux users.

Classroom
Units and ITS agree that classroom support should be available to units adopting the MiWorkspace service. Every academic unit provides classroom support at some level, and the approach varies greatly, depending on the unit. In some cases, units have dedicated support professionals, and units may desire to retain these individuals and control of classroom support. In other cases, units have IT generalists that support classrooms, desktops, networking, storage, servers, security, and other tasks; and adopting MiWorkspace may hinge upon transitioning staff continuing to support classrooms to the level provided today. ITS is committed to designing a classroom support model that reflects units’ needs.

The End User Computing Steering Group provided twelve recommendations that will be evaluated as our classroom support model is developed. As a full definition of this feature is developed units will receive more information.

BYOD
Five recommendations were related to the Manage (Bring) Your Own Device Project. While related to the MiWorkspace effort in that the BYOD project provides technologies for end user computing, the MiWorkspace Engineering team will not make the final decisions on what the BYOD Project team designs and delivers to campus. The suggested recommendations were passed onto the BYOD team for review so they could be incorporated in the list of requested features.

Recommendations Related to ITS Projects Outside MiWorkspace
Five recommendations related to ITS Projects outside MiWorkspace were passed onto the appropriate team for review to see if they could be incorporated into that project’s scope.

Future MiWorkspace Recommendations
Recommendations for enhancements for the MiWorkspace Service will continue to be evaluated. Units and individuals can provide suggestions or feedback directly to your unit’s Customer Relations Manager, Neighborhood IT Manager, or the MiWorkspace Service Owner, Bob Jones, at rjonesii@umich.edu. Bob will continue to work with the Engineering team to incorporate incremental improvements to the service. Larger changes will be reviewed with the MiWorkspace Advisory Committee and other IT Governance Groups to weigh costs and benefits for the larger campus community.

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