IT Next – Transformation Program

Program Status Summary

5/7/2019
IT Next – Transformation Program

MSU IT is on a journey to modernize the technology experience at MSU for faculty, staff, researchers, and students. We are focused on improved client experiences, simplified processes, and technology innovations that differentiate Michigan State University. We will accomplish this with a tech savvy team of IT professionals, a collaborative approach to our work, and a results orientation.

- MSU IT completed an assessment and identified ~40 initiatives that are part of the IT Next – Transformation Program
- Some of the initiatives were already in progress or already planned while others are new
- The six items in this status report are the high priority projects after the people alignment done in the fall of 2018
- The remaining initiatives are being reviewed and prioritized for a longer term timeline
- Initiatives and projects will be added to this update as they are initiated and removed as they are completed
# Near-Term IT Transformation Deliverables

<table>
<thead>
<tr>
<th></th>
<th>COMMON CORE WORKSTATIONS</th>
<th>SINGLE SIGN ON CAPABILITY</th>
<th>OFFICE 365 MIGRATION</th>
<th>TALENT MANAGEMENT</th>
<th>GOVERNANCE</th>
<th>CONTRACTS AND LICENSING</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Core range of recommended workstations as critical path to security, efficiency, and potential savings of $1.3MM</td>
<td>Significant improvement in client experience when navigating various MSU systems</td>
<td>Easy to use, contemporary collaboration platform accessible across all devices, increasing productivity and security</td>
<td>Career and performance management, targeted professional and skill development</td>
<td>Key stakeholder involvement in decisions that align IT actions with institution’s objectives</td>
<td>Consolidation of disparate contracts, leverage MSU purchasing power, streamline technology expenditures</td>
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IT Next – Mail Migrations

**Description:**
MSU IT is consolidating local unit technology into campus-wide systems in three areas: email, workstations, and servers. This project is the first step of consolidation as we collaborate with academic and service units to combine the multitude of different email servers on campus into Spartan Mail.

**Benefit:**
Improve collaboration across campus, reduce service cost, and improve security. Spartan Mail allows users to easily find, communicate and schedule meetings with contacts outside of their department, including faculty, staff and students. Additionally, users will receive a large (25 GB) mailbox.

**Status & Next Steps:**

**Migration Schedule**

- **College of Engineering**
- **College of Music**
- **Dept of Chemistry**
- **Stu Athlete Support Svcs**
- **MSU Libraries**
- **University Advancement**
- **Comp Sci Engineering**
- **Dept of Epi & Bio**

In progress
May 8
May 13
May 20
May 22
May 27
Description:
This project will bring all units into MSU IT Core workstation standards. This will allow for a more
standardized and robust customer experience. Also included is a menu for ordering new devices as well as
communication and instructions on how to order devices. Savings on workstation spend will be tracked to
confirm benefit.

Benefit:
This will allow for a standardized configuration and reduce the technical support variations currently
requested. This will be the workstation security baseline for MSU. This will be key to providing a consistent
end user experience throughout MSU. This will also reduce our technical debt by removing old systems and
reducing demand for technical support.

Status & Next Steps:

Upcoming Milestones

Establish Effortless PC/Mac Standard Process
Review Effortless PC/Mac Effectiveness
Effortless PC/Mac Financial Tracking
Roll Out Revised Hardware Policy
Effortless PC/Mac Communication
Complete Effortless PC/Mac Training

May 17 June 14 June 21 June 21 June 21 June 28
IT Next – Unified Login (Password Self-Service)

Description:
Allow Spartans to change their own password, eliminating the need for Service Desk intervention. This is Phase 1 of a larger effort to move MSU toward Single Sign-On, eliminating the need to sign on to multiple applications, while maintaining security standards.

Benefit:
Cost savings for staff and Service Desk resources allowing them to focus on higher priority activities without interruptions to reset passwords and multiple logins. This is also a significant customer service benefit.

Status:
Project Planning is in progress for Password Self Service (PaSS) and the broader IT Next - Unified Login effort.

Milestone Schedule (Tentative)

- Begin Vendor Engagement: May 13
- Communicate Plan & Schedule: May 24
- PaSS Ready for Release: May 31
- PaSS Available: June 7
IT Next – Implement New Governance Structure

Description:
Establish institutional governance for technology. Governance will provide guidance, priority setting, and recommendations on how MSU should plan, manage, and prioritize the implementation, development, and modification of technology solutions on campus.

Benefit:
Effective governance allows MSUIT to clearly understand institutional priorities and more effectively deliver requested solutions. This also allows the institution to be more adaptable to change.

Status & Next Steps:
One of the three primary governance teams (Academic) is in place and functioning as chartered. The remaining two (Administrative and Research) are in various stages of membership onboarding. Once members identified and educated, teams will charter and kickoff.

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<tr>
<th>Academic Governance</th>
<th>Administrative Governance</th>
<th>Research Governance</th>
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<tr>
<td>• Active Committee</td>
<td>• Educating Membership</td>
<td>• Identifying Membership</td>
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**Upcoming Milestones**

- **May 24**: Approve Membership
- **May 31**: Committee Kickoff
- **June 14**: Committee Kickoff

Blue – Administrative Governance
Red – Research Governance
IT Next – Talent Management

Description:
Deploy updated job families and career development models to the MSU IT community. Educate the organization on the changes and impacts. Enhance skill awareness and development opportunities.

Benefit:
Improved career planning, employee retention, and prospect recruitment. Continuous workforce development. Develop richer internal talent pool. Increase employee engagement and productivity.

Status & Next Steps:
Completing tasks and milestones as defined in the project schedule.

Upcoming Milestones

- Identify Training Sources for Job Skills: May 22
- Communication Plan for Career Development: May 29
- Staff Identify Skills to Develop: June 1
- Skill Reviews, Training & Dev Plans: June 8
- Job Family Communication: June 15
- Assign IT Staff to Job Titles: June 29
IT Next – Technology Cost Optimization

Description:
Analyze and rationalize technology costs, including hardware, software, and processes. Develop a decision framework and document how decisions will be made. The final result will be a disposition to prioritize the management of technologies utilized by the institution.

Benefit:
A decision-making process to reduce costs and prioritize utilization of technology. Optimize operational costs by identifying resources that can be retired or expanded to support additional users without increasing cost. Maximize the benefits of technologies while minimizing the costs.

Status & Next Steps:
Discovery effort is in progress and initial data collected from about 30% of units. Working to collect remaining data and review with units by June 30. Team working to identify and implement ‘quick wins’ prior to July 2019.

Upcoming Milestones

- Discovery: June 30
- Analysis & Recommendations: August 31
- Execution & Implementation Start: Sept 2019