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

1. COMMON CORE WORKSTATIONS
   - Core range of recommended workstations as critical path to security, efficiency, and potential savings of $1.3MM

2. SINGLE SIGN ON CAPABILITY
   - Significant improvement in client experience when navigating various MSU systems

3. OFFICE 365 MIGRATION
   - Easy to use, contemporary collaboration platform accessible across all devices, increasing productivity and security

4. TALENT MANAGEMENT
   - Career and performance management, targeted professional and skill development

5. GOVERNANCE
   - Key stakeholder involvement in decisions that align IT actions with institution’s objectives

6. CONTRACTS AND LICENSING
   - Consolidation of disparate contracts, leverage MSU purchasing power, streamline technology expenditures
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:
Phase 2 Completed on Schedule. Phase 3 started in early June and detailed planning is in progress.

Migration Schedule (in development)

- Veterinary Medicine: July 15
- Administration Building: July 29
- Athletics: July 29
- Communication Arts: TBD
- College of Law: TBD
IT Next – Workstation

Description:
This project will bring all units into MSU IT Core workstation standards (Workstation Standardization). This will allow for a more standardized and robust customer experience. Also included is a menu for ordering new devices (Effortless PC) 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:
Effortless PC phase expected to complete on schedule July 1. Workstation Standardization planning in progress.

Upcoming Milestones

- Complete Effortless PC: July 26
- MAU Workstation Inventory: In Progress
- Workstation Migration Schedule: Sept 1
- Workstation Migration Complete: January 1, 2020
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:
Architecture decision resolved. Will have software updates in place in mid-August for late-August deployment. Will begin communication planning and execution leading to August deployment.

Milestone Schedule (Revised)

- Complete: Create Communication Plan
- Ongoing: Execute Communication Plan
- August 15: Software Update Received
- August 31: PaSS Rollout Start
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:
Academic, Data, and Administrative Governance are established and functioning committees. Research Governance is forming team and expected to hold its first meeting in October.

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<thead>
<tr>
<th>Academic Governance</th>
<th>Administrative Governance</th>
<th>Research Governance</th>
<th>Data Governance</th>
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<tbody>
<tr>
<td>• Active Committee</td>
<td>• Newly Active Committee</td>
<td>• Identifying Membership</td>
<td>• Active Committee</td>
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Upcoming Milestones

- **Committee Kickoff**
  - June 21

- **Approve Membership**
  - September 20

- **Committee Kickoff**
  - October 25

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:
Prioritized upcoming deliverables. Developing communication plan for deliverables ready to roll out. Developing plan for medium- and long-term deliverables as short-term deliverables are rolled out. Will be rolling out several initiatives from August through end of year.

Upcoming Milestones
- Create TM Communication Plan: July 31
- Develop Mentoring Plan: July 31
- Communicate TM Updates: August TBD
- Pilot Mentoring Program: August TBD
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 on track to be completed in mid-July. Analysis and recommendations reviews are in progress.

Upcoming Milestones

- **Discovery**: July 19
- **Analysis & Recommendations**: August 31
- **Execution & Implementation Start**: Sept 2019