

SDS 2007 All Staff Meeting

PLEASE NOTE: This is not a comprehensive record of the meeting, just highlights.

Climate lunch process--gathering of about a dozen people; same format.

Themes that emerged from the survey that was sent out.

Distributed Systems and MDSS are new here (welcome)

As we plan for the upcoming year we are going to do some strategic goal setting. Putting together plans for what the next year will hold for first quarter.

Not abandoning priority areas from last year: responsive/reliable systems, communications, customer service, project and financial management.

For 2008: financial management will continue. Make more progress in the upcoming year.

Spend more time on the COS and expand the definition of what that is. We'll work to find out what support systems and tools will help the process of going through change easier

Business continuity: infrastructure, ways to partner with campus

In a few weeks will hear more about the SDS organization and upcoming projects

Come up with road map from last year to have quarters broken out

Isha will post all the progress from last years goals

Summarized all of the accomplishments, summarize reports

Issues that came up in survey: the move to UW tower in the upcoming year; where are we going with org changes for C&C?

UW Tower

- University wide effort
- Feb-June next year
- Incentive to move people who are currently paying for their space will move first
- Starting January 1st it is UW's obligation to pay
 - Safeco lease is paying mortgage right now
- Work with partners on campus to stage occupancy of the tower
- More complicated then 'who is going first'
- Pam Stewart heading up move-in times
- Need to make sure everything will fit into the tower

- Blocking plan: C&C has two floors in ‘O’ and two floors in ‘C’
- Take all of staff and make sure can fit them
- Happening to all units across campus going to tower
- Detailed design will be done with professional consultant once fitting is done
 - Layout, furniture, fitting
 - Fall time frame
 - More details to share at that time
- Start the conversation
- Start with survey of requirements for work space
 - what is important to you
 - make focus groups from that
- start dealing with issues in proactive way
- take feedback and make sure those issues are addressed
- participate in process: offices to open office environment
 - fewer walls
 - different dynamics
 - some don’t think that will work: need to be open that there are things we don’t know yet
 - will help us get to the next step as it relates to culture of org, engaging with each other and customers and partners
- main tower: 22 floors
 - top floor conference rooms
 - 4th floor café and informal meeting space: HFS catering service, similar to “Etc.”
 - Conference space is assignable; need for more space for informal private meetings
 - Kitchen stuff; infrastructure won’t work for kitchens on all the floors; looking to create facility for everyone
 - People bringing in left-overs; sharing aroma with all the surrounding; need rules for that
 - Kitchenette centrally located
 - Fitness center in lower level
 - Butts up against space for data center storage
 - Compliment the IMA approach, open to all in building
 - Group looking at long term vision of connecting tower with campus
 - Walkway to connect tower with campus and shuttle and transportation services
- Pub services made a proposal to have copy and print service in the tower
 - Yes that is approved; leverage pub services with C&C, marry dept together
- Bicycle racks are currently outside in public, would like secure area for them
 - Staff of security guards 24-7
- Changes to telecommuting policy?
 - Amount we see will stay the same, Clare Donahue, use as a way to augment office space; smaller number of offices to switch for telecommuters to share

- No specifics yet
- Open office; what does it look like?
 - Cubicles is closest to most of the spaces
 - Layout isn't the same throughout the building
 - Inject white noise in to space that cancels out the transient noise
 - Done things with acoustics
 - Herman Miller furniture has been engaged to use this in new ways
 - C-3 very high tech open office kind of space; IT group; talk to folks about noise concerns to get view and advice
- Opportunity to tour the space as it gets closer to January time frame
- What will the infrastructure look like; cable and power
 - Picture of what infrastructure looks like
 - Adequate to do what Safeco does today; not sure how much to upgrade yet
 - Connect building to campus
 - Riser system; floors connected together will be redone, new fiber riser system; new copper; Safeco started to re-do some but put future work on hold; we have plan of what they were going to do, how we will implement what make sense to do when it is empty and what can be done later
 - Some are ready right now
 - Deliver interim services to Safeco to allow folks in before Dec
 - Safeco start moving in October
 - Jan-Feb to prelim work
- Parking?
 - There will be ample parking
 - Two garages for people in building
 - More space for people on campus
 - Covered and secured
 - One of the security guards will be in area
 - Access control similar to cams after working hours
 - Managed by parking services?
 - Yes, will be making renovations to space before we get there to meet codes and req.
- Off campus sites leasing space first to move; will we have that opportunity also?
 - Starting to have that conversation
 - Parts of C&C may want to settle operations before the masses
 - Looking at it
 - Who moves in and when is done by mater scheduler
 - C-3 is above the data center, demolition and build out works nice if can leave unoccupied for another year but don't have that option
- Look at diff ways to provide support to the users, hands on support or station people to bring in need
 - Campus wide solutions; tech commons to interact with C&C on campus
 - No specific place at tower
 - What is tech support going to be

- Server rooms centralized
- Wireless network
 - Will be equipped with wireless: how will it be funded?
 - Plan to have throughout building
- If have an idea or issue can share with Scott
- Pam steward heading, Marilyn Cox heading space too

Organization and where going in future

- Make any more changes? Yes
- What's coming next
 - Lots of conversation underway but no exact plans yet
 - EC work with Ron Jonson for future structure issues
 - Tweaks and changes will continue to happen
 - Taking info from strategic direction and incorporating in way doing business; expect to continue
- New arrangement for UW tech on campus
 - Ron Jonson will include other tech oriented ops
 - Cyber infrastructure for high perform compute
 - Taking on more of these things
- C&C is one thing with many parts; trouble
 - Focus activities more and have more on campus voice
 - Who are we? What we do? How can engage with them?
 - Campus launch with new identity
 - Blogging
 - Launch new identity for org
 - C&C will change to a new name
 - Over: Office of VP for UW Technology
 - SDS: UW Technology Services
 - Happening over next few weeks and months
 - Getting small group together to communicate in groups for outcomes of work and internal stuff before going to external
 - Create plan so not surprising each other on the change
 - Sheryl Burgstahler will help as well as Rita Kotler
 - How it's different from future and what it is now

RUMOR: Trouble fitting people in UW Tower; that means going to lay off part of staff

- This is not true; only a rumor

Begin of June there was a day long road mapping session

- Management review; cuts across all of divisions
- Terry gray heading up
- C&C service lines
 - Continuing work

- Bring all of teams together who are supporting campus to talk about projects and challenges
- Learning opportunity
- Saw overlaps and new info and that will happen twice a year
- Issues for service lines on Oct 1
- Series of presentations given
- Opportunity for dialog about issues being brought up
- Quarterly meeting
- Published info will come out of it
- Focused attention on where we're going vs customer input—align these
- Committing resources to highest priorities

OIM has changed from larger C&C; might lead to further distance between colleagues; what are C&C and OIM doing together?

- Sara does great job of keeping track of progress
- As OIM develops further direction of how to do business on campus we will work on how to support them
- Waiting to see where OIM is going; while we're waiting focusing on other things
- Lock step with OIM
- Make sure that Sara and Scott are in unison in future directions
- If we make each other successful university will benefit
- Off provost page is OIM website: <http://www.washington.edu/provost/oim/>
- Sara is working on outreach
- Invite people from OIM to share experience and steps
- Two separate entities but work together

Exchange; where going with email and calendaring?

- Pent up demand for some of the customers
- Focusing on deployment of first offering: I-School, followed by Nursing and Forestry
- By end of month have 400 users on exchange platform
- Migrate everyone towards the end of the year
- Provide platform so those on campus can use it without replicating structure in unites
- Later will leverage so C&C will provide basics but other depts. can put in specifics
- Readily and easily accessible to more admin based units
- We are a large admin unit so will face same challenges; internally and externally
- Migrate from Oracle to Exchange in the upcoming months
- Address all different desk tops and business needs
- Work with service delivery team to fit into schedule
- Plan is to focus on calendar integration
- Migration to exchange as mail store; many options for how it can be stored
- Access old and new folders with single client

- Choices available
- January time frame is target; work in progress
- Would like all SDS to be on single calendaring system
- Exchange has been pilot for process improvement and new ways for doing business on campus
- Symbol of how to do business in the future
- I-School dean: looking forward to collaboration with us in the future;
- Tamara Austerlade = head
- Challenged on tight time tables; success is to do it well and effectively
- Working with other people who have expertise

Try to work out best practices for work - life balance

Goal is not to be working 24-7; balance in how you live your life

Play as hard as you work, focus on getting to know each other!