



Computing Services News & Happenings

Week Ending: Dec. 19, 2014

An Internal Newsletter for Computing Services Staff

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Thoughts to Ponder...

Staffing Changes and Updates

The Computing Services Leadership Team is announcing the following staffing addition along with some new postings.

Service Delivery



Tony Baker is a new trainer and mentor in Troy, MI. Tony currently is shadowing Boyce Karolla and Rex Wahwa, and he will be taking on new service delivery projects sometime after the New Year.

Prior to joining our team, Tony worked for 15 years as a senior project manager at Compuware in their professional services division. He has spent most of his career supporting automotive clients and mentoring junior staff.

Tony is originally from Hammond, IN; however, he has lived in Michigan since high school. In his free time, Tony enjoys gardening, woodworking and cooking. Bill has been married to Sholeh (pronounced "Sho LAY") for 20 years and he has three adult children.

Welcome to the team, Tony!

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Microsoft Service



The Microsoft Service Team is hiring two additional teammates in St. Louis to help strengthen the Microsoft Service stability and position the team to take on new innovative work.

The requisitions will be available in the Careers@ComputingServices system soon. The job titles are:

- Computing Architect 3
- System Design & Integration Specialist 3

Please share these positions with any interested parties you may know!

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2015 Operational Changes

The Computing Services Leadership Team wants to be more transparent in 2015 and create better opportunities for two-way communication between the managers and all staff — employees and purchased

“If I were a medical man, I should prescribe a holiday to any patient who considered his work important.”

Bertrand Russell

“As we struggle with shopping lists and invitations, compounded by December's bad weather, it is good to be reminded that there are people in our lives who are worth this aggravation, and people to whom we are worth the same.”

Donald E. Westlake
(mystery novelist and Hollywood screenwriter)

“Every piece of the universe, even the tiniest little snow crystal, matters somehow. I have a place in the pattern, and so do you. Thinking of you this holiday season!”

T.A. Barron
(author and conservationist)

“The best and most beautiful things in the world cannot be seen or even touched. They must be felt with the heart. Wishing you happiness.”

Helen Keller

services. We are excited to announce the following changes.

A New Employee Communication Forum

In addition to quarterly All Hands meetings, Lorena will begin hosting a voluntary, monthly call-in on the **Computing Services State of the Nation**. During this forum, Lorena will share whatever breaking news she may have and answer any questions staff feel comfortable asking.

Sharelle and Anna will provide a written summary of every call-in session and post the summaries on the Common Repository. This will ensure that everyone hears the same news — even if their schedules prevent them from attending a session.

We're excited about this new forum, and we encourage everyone to attend. Look for more information, along with Outlook invitations, after the New Year.

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The Management/Staff Reporting Realignment

By now everyone has met with their managers and knows that beginning with the New Year Lorena will no longer be leading the Service Management and Open Source teams. Everyone will be reporting to either Andrew or Felicity, while still maintaining our current ITIL (service management) structure.

When making her decision, Lorena reflected on several factors — focusing on what was best for *all* of Computing Services. Simply put:

- **We need to grow our business!** As our senior leader, Lorena wants to spend more time selling our products and services. She'll also be serving as our ambassador within the Enterprise.
- **Lorena needs to focus more on senior leadership strategies.** This includes setting both the short and long-term strategies for our organization, to take us to that next level — ensuring our contributed growth, stability and success.
- **We need to keep the train on the track!** The Leadership Team has set a goal for becoming stable by Q1 2015.
- **People need a more personal relationship with their managers.** Lorena knows that her schedule and responsibilities have prevented her from being as available as she would have liked and that staff need more attention. Andrew and Felicity will ensure that everyone who reports to them has their full support.

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The New Structure at a Glance

With the new realignment, our reporting structure will continue to be based on ITIL structure — services and roles. *No one's statement of work will change, just the reporting manager.*

Contact Us

Computing Services
Communications

MS Service (Hu)	Open Source Service (Hu)	IBM Service (Valdes)
Employees Billy Ferrell Henry Hollings Dario Megersalic Arturio Ortiz Micky Wagmann (2 Open Roles)	Employee Gwen Wells	Employees Wilma Early Elizabeth Karwallis Krista McMaster Wanda O'Leary Steve Nguyen Gregor Sampson Tori Thaker
Purchased Services (none)	Purchased Services Roy Clifton	Purchased Services Joe Benedick Tobias Lafferty Cori MacHenry
Service Management (Hu/Valdes)		
Employees Morris Apprasa Paula Eastshore Laura Hippahri Julie Kollarelli (LOA) Lorelei King		Purchased Services Molly Matthews Beulah Minters Sharelle Polati Joe Tillmaker Mary Nakamura Tony Baker Anna Duggan Boyce Karrolla Boris Silverson Rex Wahwa Sri Ravali Raj Sarma
New Reporting Structure – By Manager		
Andrew Valdes	Felicity Hu	
Employees Morris Apprasa Wilma Early Paula Eastshore Lorelei King Elizabeth Karwallis Julie Kollarelli (LOA) Molly Matthews Krista McMaster Mary Nakamura Steve Nguyen	Employees Billy Farrell Henry Hollings Laura Hippahri Dario Megersalic Beulah Minters Arturio Ortiz Joe Tillmaker Micky Wagmann Gwen Wells (2 Open Roles)	

Wanda O'Leary
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Tobias Lafferty
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Sri Ravali
Raj Sarma

Purchased Services

Tony Baker
Roy Clifton
Boyce Karrolla
Boris Silverson
Rex Wahwa

If you have any questions about the new reporting structure, please contact one of the managers.

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Upcoming Changes: Areas & Iterations...

Lorena Windsor wants to share some information about the work she's been doing behind the scenes with the Microsoft Service team. The team has found some improvement opportunities regarding the single team project, and we will be improving the way that we use Areas and Iterations.

Once we implement our improvements, we will be able to administer a Kanban board, which is a popular tool in both agile and lean software development. We can use Kanban boards internally as well as a marketing tool — to demonstrate value for our customers.

The team currently is collaborating on the resolution. We will have an All Hands meeting during January to provide updates and more information about the upcoming changes to Areas and Iterations.

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2015 Changes: BG&Os and Mandatory Training

During 2015 we will be taking a lean approach to BG&Os (business goals and objectives) and mandatory training.

- Mandatory training must be complete by May 1.
- BG&Os:
 - The Leadership Team is currently working the process for BG&Os.
 - We will have a plan in place by the time everyone returns to the office in January.

- Dates are still unknown.
- If you have any questions, please speak with your manager.

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2014 WOW Factors and Accomplishments

Looking back at 2014, we have a great deal to be proud of! Here's a high-level view of what we accomplished this year.

Microsoft Service

- Growing! 60% increase in Team Foundation Server (TFS) users
- Currently has 3700+ users
- 2013 Upgrade — yielding a reduction in licenses and providing additional functionality
- Implemented Veracode in April to guard against vulnerabilities and ensure best practices

IBM Service

- Maintaining IBM users in (3) three on premise instances
- Currently has 13,000+ users
- Completed most phases of the Data Center Migration (DCM) project:
 - Orange County
 - Tulsa
 - Portland (Phase 1)
 - Boston
- Completed Token Licensing to allow for floating (on-demand) licenses across the enterprise

Open Source Service

- The Decommissioning Tools user kickoff is complete, with identified target dates for transitioning to replacement tools:
 - Team Foundation Server (TFS) — April thru May 2014
 - Enterprise SharePoint Basic — February thru March 2015
 - Enterprise SharePoint Premiere — February thru March 2015
 - Enterprise TeamCenter — February thru March 2015
 - Enterprise File Services (EFS) — February thru March 2015
 - inSite — February thru March 2015
- Those who self-migrate or chose to archive only have a target date of January 2015.

Service Management

- Computing Services Training Delivery: 33% increase
- Mentored Deployments: 31% increase

Project Management

- Artifacts and enhanced processes now in place

Change and Release Management

- Molly and Harold are continuing to enhance our monthly processes, to ensure we're driving toward a seamless single, monthly release schedule

Business Relationship Management

- Total increase: 60% more business than last year

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Year-to-Date Summary

We've faced many challenges during 2014 and we have a lot to be proud of! As we prepare for 2015, let's continue the momentum by:

- Creating additional efficiency gains and
- Providing increased value for ourselves and our customers

Thank you, again, for all of your hard work! We hope you enjoy your end-of-year break and the winter holiday season.

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Sent by: Alice C. Dames

On behalf of the Computing Services Leadership Team



Lorena Windsor



Felicity Hu



Andrew Valdes

Senior Leader

Manager

Manager



Engineering, Operations & Technology
Information Technology