

Phase III Work Team Project Charter Data Center Aggregation Implementation

Implementation Charter Approved on August 29, 2012

Team Name	Data Center Aggregation Implementation Team
Objective	The team's objective is to plan and execute the implementation of a new campus-wide server and data center model for UW-Madison, as recommended by the Phase II Administrative Excellence (AE) work team, vetted by the Advisory Committee and approved by the Steering Committee.
Goals	The overall goal of this project is to develop and implement a new model of server and data center structure to serve the needs of the University's academic, research, and administrative communities, leveraging industry-leading practices for server administration, virtualization, and management to reduce costs, improve service levels, and minimize data security risks.
Deliverables	<p>Tangible deliverables for this project team include the following:</p> <ul style="list-style-type: none"> • A hosting facilities model that effectively meets the service needs of campus • Formation of a centralized campus data center service provider that provides data storage consultation services to all campus customers <ul style="list-style-type: none"> - Able to determine the data hosting model that best meets customers' needs, and facilitates the delivery of that service - A service framework available to all departments that is easy to use, provides flexible solution alternatives, and is affordable • The creation of a data center governance and advisory structure to be led through the CIO's office <ul style="list-style-type: none"> - A defined set of campus-wide decision-making policies and processes - Capable of influencing campus data center compliance through incentives & disincentives • A real time inventory of server hosting facilities on campus • A defined set of data center service standards that will, over time, eliminate the proliferation of sub-standard server rooms on campus • Pilot at least one data center migration to test the framework developed by the team • A fully operational infrastructure is in place for meeting and exceeding the data storage needs of campus units
Scope	<p><u>In scope:</u></p> <ul style="list-style-type: none"> • Transition of ownership and responsibility of new policies, processes, and leadership framework to Business Process Owners (DoIT) • Risk and cost modeling • Meeting the data center service needs of UW-Madison campus units,



	<p>including units providing direct patient services such as the Medical School and University Health Services</p> <ul style="list-style-type: none"> • The solution set may include data center co-location and virtualization as well as public and / or private resources that are not owned by UW-Madison or UW-System • Change management & campus communication activities will be planned, managed, and executed throughout the project lifecycle <p><u>Out of scope:</u></p> <ul style="list-style-type: none"> • The data center service needs of campuses other than UW-Madison • The data center service needs of UW Health, UW Hospitals & Clinics, UW Medical Foundation • This team is not responsible for performing data center migrations beyond those included in the pilot; similarly, the team is not responsible for requiring data centers to meet new standards; this goal will be accomplished over time and under the direction of the Process Owners. <p><u>Related projects & initiatives:</u></p> <ul style="list-style-type: none"> • AE Enterprise IT Decision-Making: Future State – team needs to be aware of this team’s work as it progresses • AE Policy Work Group – team needs to be aware of this team’s work as it progresses • MACI (UW-Madison Advanced Computing Infrastructure) – will need to work closely with initiatives underway to support research computing needs • Sustainability – possible synergy opportunities
<p>Critical Assumptions</p>	<ul style="list-style-type: none"> • The established Administrative Excellence issue resolution processes will be used to resolve issues as they arise in a timely fashion. • Most team members will be able to dedicate 4-8 hours per week during the Analysis/Planning and Design (Technical Planning) stages of the project, and dedicate additional hours as needed during the pilot data transitions. • The team leader(s) will be able to dedicate 8-10 hours per week during the Analysis/Planning and Design (Technical Planning) stages of the project, and dedicate additional hours as needed during the pilot data transitions.
<p>Critical Risks</p>	<ul style="list-style-type: none"> • Coordination with Academic, Fiscal and Calendar year activities. The timing of conversions will be directly affected by organizational impacts of conversions at specific times during the year. • The central governance group created by this team must earn the trust needed to manage administrative, academic and research activities in data center facilities. • Project timeline may be significantly impacted by the speed with which distributed IT organizations respond to data requests.
<p>Timeline / Milestones</p>	<p>Project completion target is estimated to be 30-45 weeks following the week of the implementation team kickoff meeting (early September 2012)</p> <p>Timeline and major milestones to be reviewed & confirmed by project leadership prior to team kickoff meeting</p>



Team Members	<p>Data Center Aggregation Executive Committee: Bruce Maas (CIO, Business Process Owner) John Krogman (DoIT Chief Operating Officer) Alice Gustafson (AE) Ed Van Gemert (AE Phase II Team, General Library)</p> <p>Project Managers: Brian Goff (DoIT) Dan Koetke (AE)</p> <p>Campus Services Sub-Team Leader: Kevin Cherek (AIMS) Business Analyst: TBD (DoIT) Team Members: Nancy McDermott (L&S / SSCC / MTAG) Scott Hubing (Housing) Mike Gollmar / Larry Henderson (DoIT/OHRD/HR Svc Ctr) Mark Sweet (RSP) Scott Nolin (Grad School, Space Sci & Engineering) Jan Cheetham TBD (Student Employee)</p> <p>Other Resources: Steve Krogull (DoIT) Scott Converse (SoB, Executive Education)</p> <p>Campus Facilities Sub-Team Leader: Rick Konopacki (SMPH / MTAG) Technical Lead: Terry Bradshaw (DoIT) Team Members: Adam Griffin (FP&M, Physical Plant) Ken Hahn (L&S Comp Sci / CONDOR) Dale Carder (DoIT, Networking Services) Jason Laffin (Physical Science Lab, Stoughton) Richard Kunert ((Grad School / Biotechnology Center) Angela Pakes Alman (Engineering-Office of Sustainability) Mitch Lundquist (General Library) Pending (Engineering)</p> <p>Organization / Governance Team Leader: Steve Krogull (DoIT) Policy Rep: Peg Eusch (Campus Records) AE: Pending (EITDM Rep) Governance: Sean Bossinger (DoIT – User Services) Kevin Cherek (AIMS) Bruno Browning (L&S / MTAG) Nancy McDermott (L&S / SSCC / MTAG) Steve Barnet (Grad School / Ice Cube Project) Ilene Seltzer (Enrollment Management, SIS) Tom Mish (SMPH) Pending (Research Compliance)</p>
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Project Members		
Member Name	Member Role	
Team Member	While the specific role of Team Members will vary according to skill set and specific area of expertise, Team Members are expected to fully participate in team meetings, complete assigned tasks on time, contribute to the development and execution of the project implementation plan, and assist in stakeholder engagement and communication activities.	
Team Leader	In addition to the responsibilities of a working Team Member, the Team Leader will be responsible for partnering with the Project Managers to develop meeting agendas and facilitate team meetings, identify and assign tasks, create and provide updates to the Executive Committee and other stakeholders, and lead team presentations.	
Administrative Excellence Project Manager	Partner with the DoIT Project Manager to provide comprehensive project management services; this role places emphasis on change management activities such as stakeholder engagement, communication plan development and execution, and positioning this project within the context of the overall AE initiative.	
DoIT Project Manager	Partner with the AE Project Manager to provide comprehensive project management services; this role places emphasis on managing the project on a day-to-day basis to ensure that the project team delivers the proposed data center services to campus to the required standard of quality and within the specified constraints of time and cost.	
Business Process Owners	Support the team through the allocation of resources, removal of roadblocks, participation in change management and communication activities, and ensuring the project benefits are sustained through policy and process leadership.	
Executive Committee – Data Center Aggregation	Oversee the progress of the Implementation Team; manage, administer, and fund the work of the team; ultimately responsible for the overall success of the project.	
Advisory Committee	Receive periodic progress updates from the team, and provides feedback.	
Steering Committee	Provided final decision to approve the implementation of the solution set; maintains all final decision-making authority; will continue to support implementation through participation in change management / communication activities as appropriate.	