10:00: Introductions and Purpose of Meeting
10:15: Overview of USG Managed Services Project
10:45: Change Management Toolkit and SmartSheet Overview and Guidance
11:15: Managed Services Overview and Onboarding Process
Noon: Lunch
1:30: Data Collection Document Review
2:30: Open Q/A Discussion
3:00: Wrap Up and Review of Action Items
PROJECT:

Transition Student Information Systems (Banner) from stand-alone campus operations to a system-wide managed service.

MEETING:

Set expectations and review specifics with project teams in order to facilitate their scheduled migration to GeorgiaBest Managed Services by the end of June 2019.
CURRENT MANAGED SERVICES

- Standardized application security
- Consistent and timely deployments of software
- Upgrades and enhancements
- Allows campuses to focus on strategic initiatives rather than upgrades and environments
- Life-cycle asset management

COHORT 2
June 2019

BENEFITS
FEATURES

Three Banner Instances Per Campus:

- Production Environment
- TEST Environment
- Business Continuity/Disaster Recovery Environment

Additional instances available:

- Requires lead time
- Additional temporary Banner instances available at no charge (3 – 5 months)
- Ongoing for a fee
Academic Services Governance

Chief Technology Officer
  John Scoville

Project Management Team
  Karen Nunn
  Ed Hauser
  Nicole Allen
  Andrea Williams

Service Management
  Hope Dunagan

Infrastructure
  Michael Bracewell

Change Management
  Joe Silva

Databases
  Phillip Mitchell

Systems
  Mark Plaksin

Institutional Project Team
  Dawn Krieger: Project Manager
  Rebecca Gmeiner: Functional Lead
  Charles Read: Technical Lead
  Lakisha Sanders: Change Management Lead
STRATEGY:

• Reduce the depth and duration of the performance dip that naturally occurs after a system implementation.

• Allow Managed Services to more rapidly achieve desired performance outcomes.
TOOLKIT

Reference Documentation:

- USG Managed Services Project Management and Information
- How to use Smartsheet to update your project plan
- What happens after going live

Communication Templates:

- Templates designed for use in email messages, presentations, and awareness communications.
- Email templates for requesting functional testers
- Email templates how to prepare to go live
- Email templates to remind functional users when changes can no longer be made in database
- Post-Migration Announcement
- Email template with new URL

Smartsheet Project Plan
TOOLKIT

Reference Documentation Links:

- USG Managed Services Project Website
- What happens after going live
- Email Template 01 – Request for Testers
- Email Template 02 – Testing Details
- Email Template 03 – Pre-Migration
- Email Template 04 – Migration Begins
- Email Template 05 – Migration Complete
- Banner Hosting MOA Template
Collaboration and work management application used to assign tasks, track project progress, manage calendars, share documents, and manage other work via a spreadsheet-like user interface.
Each institutional project management lead or designee will be responsible for updating their institutional project plan.

We will use Smartsheet to manage the project schedule and majority of the artifacts related to our USG Managed Services project.

Smartsheet Project Plan for Columbus State
MANAGED SERVICES OVERVIEW

• Team
• Communications
• Service Project Oversight
• Ecosystem Health Oversight
• Annual Reporting
TO DO

1. 
2. 
3. 
4.