

ITS Strategic Roadmap – FY16

SharePoint

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Background

Organizations use Microsoft SharePoint to create websites to foster collaborative work among employees. It can be used as a secure place to store, organize, share and access information.

Metro ITS offers limited Sharepoint collaboration services using version 2007. Beyond provision of the service itself, ITS does not currently provide design or development assistance with SharePoint site functionality.

The current version of SharePoint does not allow for collaboration between users within Metro Departments and individuals external to the Metro general government network, such as Metro Nashville Public Schools, non-profits and vendor partners.

Other Metro Departments and agencies host their own implementations of SharePoint for use by their departments. These include Nashville Public Library and Metro Nashville Public Schools.

Stakeholders of the ITS SharePoint system are the Election Commission, Finance Department , Nashville Fire Department, Health Department, ITS, Music City Center, Metro Nashville Police Department, and Water Services, among others.

Current Strategic Drivers

- 1) **Technology End of Life: SharePoint 2007/2010** (Game Changing) – Support expired on this service pack 1 version in 2010. Support for the next version, SharePoint 2010 expired in 2014.
- 2) **Heightened Expectations of Savvy Metro Employees** (High) – Today’s Metro employee, especially younger employees, mirrors the culture at large and is much more willing and capable of engaging with technology than even five years ago. Additionally, these employees have an expectation that the tools that they use at work should perform as well and with the same ease as those used for personal work such as shopping, banking, email and document management.
- 3) **Customer Demand: Sharing with External Parties** (High) – Metro employees have a critical need to share file and collaborate on those files with entities outside Metro. Lacking a viable Metro alternative, they turn to available collaboration tools such as Google Docs, which may present significant security risk.
- 4) **Demand for Secure Government Systems** (High) – With massive data breaches in the news on seemingly a daily basis, we must strive at all times to protect the security, availability and integrity of all databases entrusted to our management.
- 5) **Desire for Self-Service (High)** – Today’s more tech savvy Metro employee demands an approach similar to the one they use with their personal banking and shopping., Employees look to be



empowered to perform tasks and monitor the status of those tasks on their own schedule, without the need to email or call a helpdesk.

- 6) **Technology End of Life: Windows 2003 Server** (High) - Windows 2003 servers reach end of life on July 14, 2015.
- 7) **Cloud Services** (Medium) – The widespread public acceptance of cloud for services that employees and citizens use every day, along with the potential for positive financial impact and increasingly effective cloud vendor security stance make a hybrid model a potential direction.

On the Horizon Strategic Drivers

- 1) **Contract End: Microsoft Enterprise Agreement** (Game Changing) – The contract governing Metro’s use of Microsoft Windows and Office will expire at the end of 2015. There are aspects of client licensing that are pertinent to SharePoint included as well.

Short Term Goals (0-6 months) 7/1/15 – 12/31/15

#	Goal/Objective	Est. Start	Est. Duration
1	Execute plan for implementation of SharePoint 2013 from current version (Capital funding required)	TBD	3 months
2	Plan for and pilot of cloud-based SharePoint implementation as proof of concept	7/15	3 months
3	Communicate opportunities provided by SharePoint 2013 for collaboration with parties external to the Metro network.	9/15	2 months
4	Plan for and implement migration of sites from current SharePoint implementation to new implementation	TDB	4 months
5	Analysis of potential for creation of new Metro Intranet site using SharePoint	10/15	3 months

Medium Term Goals (6-18 months) 1/1/16 – 12/31/16

TBD

Long Term Goals (18-36 months) 1/1/17 – 6/30/18

TBD

Related Roadmaps

- Enterprise Server
- Large file transfers

