

## ITS Strategic Roadmap – FY20 Planning

### *File Storage and Sharing (SharePoint & OneDrive)*

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#### Background

SharePoint sites are a secure, “inside Metro government” place to collaboratively develop, store, organize, share and access information. Organizations also use Microsoft SharePoint to create websites to foster collaborative work among employees and those outside an organization. SharePoint Online provides the necessary platform to replace use of other sharing and collaboration services in use today such as Google Drive and Dropbox.

Microsoft’s OneDrive, which uses SharePoint at its core, provides file storage, collaboration and sharing to an individual user. Whereas SharePoint is designed to host files that are generally accessed by a group of users, OneDrive is generally used to store an individual’s working documents or files in the same manner as H: drives have been used previously. An added benefit of OneDrive is the ability for a user to share files to other Metro users when needed for collaboration. Those files are hosted in Microsoft’s government cloud storage and OneDrive allows the user to sync some, or all, of those files back to their local PC. Any files that are updated locally are automatically synced to the cloud the next time the user has connection to the internet.

As of this writing, Metro ITS offers SharePoint collaboration services using SharePoint Online (Microsoft Government Cloud-based) and SharePoint 2016 (hosted in Metro’s Primary data center). Upon the end-of-life of the existing on-premises SharePoint servers in fall 2019), ITS will deprecate the on-premise services and only offer sites in the SharePoint Online platform. With both services, ITS provides basic out of the box design assistance with SharePoint site functionality. Any custom or advanced SharePoint development desired by a Metro department must be contracted by them through an approved third-party vendor.



SharePoint Online allows 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. OneDrive allows for collaboration between a user and other users within Metro Departments only.

Other Metro Departments and agencies host their own implementations of SharePoint for use by their departments, including Metro Nashville Public Schools, Nashville Public Library, JIS, and Sheriff’s Office.

Metro is licensed for the use of Microsoft Teams, a newly released collaboration platform that combines workplace chat, meetings, notes, and attachments. It is currently under review and in testing within ITS. There is no intention to roll out Teams within Metro Government at this time, due to resource constraints.



## Current Strategic Drivers

1. **Increased Demand for Services Available Anytime, from Anywhere, on Any Device**  (Game-changing) – Driven by ubiquitous online services from Amazon.com to Healthcare.gov, there is a core expectation from both the public and employees that services be available online at any time using any connection.
2. **Citizen Demand for Transparency**  (High) – Citizens want openness, accountability and honesty from their government. It is the government’s obligation to share information with its citizens, allowing them to hold public officials accountable.
3. **Customer Demand: Collaboration with External Parties** (High) – Metro employees have a critical need to collaborate with entities outside Metro.
4. **Demand for Secure Government Systems** (High) – With massive data breaches in the news on seemingly a daily basis, we must strive to protect the security, availability and integrity of all databases entrusted to our management.
5. **Demand for High Network Availability** (High) – Due to the internet-based nature of the online Microsoft products, network availability is a critical factor. Demand on the network infrastructure will only increase.
6. **Desire for Self-Service** (Medium) – 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.
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.
8. **Heightened Expectations of Savvy Metro Employees** (Low) – 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.

## On the Horizon Strategic Drivers

1. **Technology Change** (Medium) – With the ever-evolving Microsoft Roadmap, new offerings will need to be evaluated and implemented as they are determined to be useful to Metro.



### Short Term Goals (0-6 months) 7/1/19 – 12/31/19

#	Goal/Objective	Est. Start	Est. Duration
1	Work with departments currently using Dropbox or Google Drive/Apps to migrate their content to Metro-supported solutions.	7/19	6 months
2	Determine solution or migration path for any SharePoint sites not yet migrated to SharePoint Online.	7/19	6 months
3	Develop promotional items and training to ease users into a self-service mindset including governance, taxonomy and standards documentation. Assist Metro Help Desk in understanding these materials so that they can provide assistance on-demand when necessary.	7/19	6 months
4	Deploy OneDrive to Metro users.	Ongoing	12 months
5	Continue to convert departmental information to the new InsideMetro intranet site from the old HTML-based InsideMetro site.	7/19	6 months
6	Decommission on-premises end of life SharePoint servers	9/19	3 months
7	Refine processes around the eDiscovery tools to provide faster and easier response to Open Records Requests.	7/19	Ongoing

### Medium Term Goals (6-18 months) 1/1/20 – 12/31/20

#	Goal/Objective	Est. Start	Est. Duration
1.	Evaluate and implement any new SharePoint or OneDrive features introduced by Microsoft.	1/20	Ongoing
2	Define a governance model for Teams, with a proposed rollout schedule, and present to the executive team.	3/20	3 month

### Long Term Goals (18-36 months) 1/1/21 – 6/30/22

#	Goal/Objective	Est. Start	Est. Duration
1	Continued support for SharePoint Online and OneDrive	1/21	Ongoing

#### Related Roadmaps

- Office 365
- Server Infrastructure

#### Related Resources

- <https://metronashville.sharepoint.com/sites/O365Info/SitePages/Home.aspx>

