Minutes
Attendees: Naomi Gunther, Dave Klein, Christi Bengard, Marion Bashista, Janine Roeth, Ann Berry-Kline

Reminder – The ITTP PM meeting on 4/27 has been cancelled. Marion, Dave and Ann are teaching the PM 101 class.

Open Action Items
* PMs – Send Ann educational topics for PM meetings – On going
* Ann – Will ensure a glossary gets incorporated into the wire frames. Waiting for web site.
* Ann will set up dates with Bill for projects to present, status, talk about topics at upcoming DL meetings. – 4/13 - In progress – have sent info to Bill; will get dates soon.
* IT Request is presenting a demo at today’s DL meeting.
* Ann will talk to Larry about his preference for on-going information – project status reports, smaller deliverable-based milestones, etc. 4/13 – Ann has asked Larry twice for feedback on status reports. Will continue to hound …
* Ann and Marion work with Lisa to see if the public project files can be linked to the web. Marion has been working with Lisa Bono on a structure for collecting all general project information. 4/13 - This should be completed within the next two weeks.

Matrix Management Workshop feedback
Janine thought the event was a great way to launch Change Management from conceptual to functional/actual process. Staff understood the process quickly. They dug in and asked the questions the team had already and needs to think about for implementation.

Other comments included that it was great to network. It also has been suggested through other’s feedback to do an “open house” gig once a month someplace in order to facilitate that necessary need to network.

Another piece of feedback from a participant was that there were too many processes and not enough time to hit more than two.

Project Updates
Support Center Consolidation, Phase 2 – Naomi Gunther
Naomi reported that the internal announcement for IT Request went out this week. This is a soft deployment where the Support Center will switch tools. If you currently use a tracking tool, keep using it. If you use email, you’ll use IT Request. The only difference most people will notice is the email you’ll get when a ticket has been created for you.

The team will continue to work towards deployment on 4/17. Members of the team gave an IT Request demo to the DLs today.

Instructional Technology Review, Phase 2 – Heather Mietz Egli/Bruce Horn
Janine stated that ITR and IT Services meet regularly so she was able to provide status. ITR is finalizing their data collection. They are focusing on developing their current state
of the service catalog. Janine stated that they are at the intersection now of producing great data to go governance and work for the ITTP Staff Transition.

Desktop Support – Vicki Davis/Aaron Melgares
Janine stated that a new version of the Desktop Support Project Plan is being created. The project plan lists the services that define desktop support. The approach of the project will be to tackle those services that are most critical. Baseline to achieving desktop services will be the definition of software, hardware, printers, etc. People, process and tools will inform the level of service.

Application Solution – Christi Bengard
Christi has been working diligently to define many of the work efforts for Application Solutions. Many of the work efforts are included in ITTP; many are infrastructure pieces to AS which affect ITTP work efforts. Areas of work include (but not limited to):

- Changes to the Applications Solutions organization to accommodate ITS transformation.
  - Project charter to support staff transition into Applications Solutions Departmental Applications and Web Services unit
  - Project charter to establish System Architect unit
  - Project charter to identify additional services and associated organizational structures to support full application development life cycle like a QA team and a technical writing team
- Assess and consolidate applications to gain efficiencies in a consolidated organization.
  - Applications assessment project charter
  - Application Consolidation project charter
  - FileMaker services business plan
- Identify and define Applications Solutions services.
  - Applications Solutions Services companion project charter for Services Catalog
- Develop Web Services.
  - Business Plan for Web Services
  - Project Charter to implement a content management application in support of administrative/academic departments web presence.
- Establish Applications Solutions infrastructure framework.
  - Project Charter to implement a bug tracking system
  - Project Charter to implement a source code control system for most campus applications
  - Project charter to implement Collaboration software
  - Change management companion project charter
  - Project Charter to select applications development language/environment (ruby on rails)
  - Integration framework project charter for change management, collaboration, bug tracking, and issue tracking, etc.

Storage and Server Consolidation – Dave Klein
Dave stated that they continue testing. “The guys” are having fun playing with the VMware. He was excited to see that as people were working on their server that they could be moved and not notice that they had been migrated elsewhere.

They had their last vendor demo. They have 7 vendors with 7 completely different configurations that were viable solutions. It will be very difficult to decide which vendor to choose.

Dave is proposing a change to the project. He will be trying out for the first time the project management change control process. We are waiting to see if the process works as (newly) documented! The change is to keep (buy) the proof of concept system instead of returning it and repurchasing it in several months.

Dave also talked about the business side of the project. He is meeting with Brad and others to research and develop how to charge for VM/Storage/etc.

Change Management – Janine Roeth
Janine had to leave for another meeting before we got to the Change Management status!

Staff Transition – Ann Berry-Kline
Ann stated that preparations and work continue for the next SM/DL meeting. A tool was snitched and modified from the data collection for ITR. This tool will be used by the SMs and DLs to add services necessary to function based on the FTE they have or will have after transition. The purpose of the tool is to identify service needs and compare them to FTE levels.

Post-meeting addition! Last week, CRM had a meeting regarding “priming the pump” in Support Center to continue to try figure out how transition staff and local knowledge to the Support Center’s control with as little disruption as possible. Now that there is a proposed roster the team has something to start working with. These meetings include people from desktop support, Support Center Consolidation, phase 2 and Staff Transition projects.

Ann encouraged Christi to include Ann in any Staff Transition-related meetings.

ITTP, Phase 3 – Ann Berry-Kline
Progress is being made in a variety of areas within the project (service catalog has been published, staff transition is making progress, IT request is almost ready for internal deployment, common place to house project information is nearly ready, etc). I find all this very exciting. It is the work of many that is making this happen. !

Service Catalogs (Aaron’s on vacation)
Information Worker Rate Model (Lindsay’s on vacation)